

elitegroup

Charis[®]

CASE STUDY



The Background

Charis are a trusted administrator for many essential funds and grants, working on behalf of major utilities providers to support individuals in need.

The organisation operates through two main channels:

- **Managed service:** for processing applications and efficiently distributing financial support to individuals in need.
- **Self-service portal:** offering 24/7 access to vouchers for food, fuel and supermarkets.

In the past, their operations were paper-based, causing delays. However, over the last five to ten years, paper processes have been phased out of the business for digital alternatives, allowing applications to be handled online and providing the ability to distribute funds to people almost immediately.

The Challenge

When implementing new technology, having access to the right level of support can be a challenge.

Charis was looking for a knowledgeable provider who were capable of offering a diverse range of solutions and the expertise necessary to identify their specific technological requirements, source the best solutions for the job and ensure they gain the most value from those solutions.

From a support perspective, Charis was searching for partnership that transcended mere transactional interactions to enhance their technological capabilities. As the organisation was lacking valuable in-house Microsoft Azure experience and finding it difficult to source this experience in the job market, sourcing a partner with this expertise was key.

The Solution

We worked closely with Charis to identify opportunities to enhance their technology infrastructure and deliver the level of support they needed.

We streamlined their connectivity by consolidating multiple suppliers and various lines into a single leased line solution. This allowed us to provide a comprehensive managed service, assuming responsibility for the entire solution.

Our personalised approach ensured that Charis had access to the solutions that enhanced their operations, as well as access to the right level of support.



The Results

Our solutions not only resulted in significant cost savings for Charis, but also allowed access to a knowledgeable partner for proactive, reliable support.

From the outset, we collaborated with Charis to assess their existing solutions and past supplier experiences. We then established clear lines of communication and outlined our support availability to ensure Charis could fully leverage the benefits of their new solutions.

Our connectivity solutions eradicated downtime, which was crucial for online operations and managed a smooth transition from their previous provider.

“ I would absolutely recommend working with Elite, as they take the time to understand your business. The level of expertise shown by the team is great and we have access to people that, realistically, we probably wouldn't be able to find within the job market. Having access to that level of expertise has been really beneficial to us. ”

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