



Case Study

Proactive IT Support for Reliable Housing Services

From Risk to Resilience: How Forgewood Housing
Co-Operative Upgraded Its IT Infrastructure

SilverCloud. | 



About Forgewood Housing Co-Operative

Founded in 1994, Forgewood Housing Co-operative is a community-based organisation operating in the Forgewood area of Motherwell, providing a wide range of quality homes for rent.

With a clear commitment to working alongside tenants, communities, and local stakeholders, Forgewood aims to be the landlord of choice in its neighbourhood. Delivering great service and strong value for money sits at the heart of everything they do, supported by reliable systems that enable staff to work efficiently and securely.

Testimonial

"I would happily recommend Silver Cloud to any organisation. Every member of staff we have had any interaction with has been fantastic to work with. It's been a night & day experience for us; it can be for you too."

Paul Murphy, Senior Corporate Services Officer,
Forgewood Housing Co-Operative

Challenge

Forgewood had a long-standing relationship with a previous IT provider, which made the prospect of change feel risky. IT plays a critical role in housing services, and the sensitive nature of tenant data meant any disruption could have serious consequences.

There was understandable internal reluctance to switch providers. However, when Forgewood reviewed the market, it became clear that their existing IT support was both expensive and unresponsive, limiting service quality and putting unnecessary strain on the organisation.

Forgewood needed an IT partner who genuinely understood the housing sector, could manage sensitive systems with care, and would deliver responsive, dependable support without disruption.





Solution

SilverCloud delivered a carefully planned transition designed to minimise risk and build confidence from day one.

Communications were improved to support smooth collaboration. Connectivity was upgraded to provide a faster, more stable digital foundation for everyday operations, ensuring systems were reliable and responsive.

SilverCloud introduced fully proactive IT support, focused on keeping services running smoothly rather than reacting to issues after the fact. Robust cyber security measures were also implemented to protect sensitive data and strengthen organisational resilience.

Throughout the process, SilverCloud worked closely with Forgewood's team, ensuring the migration was handled with care, transparency, and clear communication.

Responsive IT support, improved system reliability, and stronger data security

Outcome

The transition to SilverCloud was completed smoothly, with no disruption to day-to-day services.

IT support responsiveness improved dramatically, delivering what Forgewood described as a "night and day" difference in service quality. Staff feedback has been overwhelmingly positive, with particular praise for the professionalism and reassurance provided by the project and service teams.

Billing was also tailored to fit Forgewood's shared services agreement, removing complexity and improving clarity.

Most importantly, Forgewood now has a modern, secure, and well-supported IT environment that underpins service delivery and supports its long-term vision for the community.



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Get in touch

0141 552 0000

support@silvercloud.co.uk

www.silvercloud.co.uk



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