



Case study: Stonham Housing

STONHAM 'SWIMS' WITH PC COACHING

Established for over 30 years, Stonham Housing Association is the largest provider of housing, care and support services in England. Part of the Home Group, it supports 7,500 people annually. The project won the Wolce 'ILT Project of the Year' Award.

Need

- A crucial element of Stonham's growth plans is its new SWIMS system - Stonham-Wide Information Management System - an innovative housing management/maintenance system.
- To go live successfully on time and budget through the supporting expertise of PC Coaching's training and mobile classrooms.

Solution

- SWIMS required 350 Stonham senior managers to be trained so that the mechanics and benefits of the new computer system could be 'cascaded' to 2,000 Stonham personnel across England.
- Venues such as hotels, would have meant a huge budget and considerable extra demand on Stonham people's time.
- PC Coaching had the ideal, cost efficient solution, enabling an effective training roll-out with significant money savings.
- 30 locations from Cornwall to Northern England, totaling 55 training sessions over 10 weeks, utilising PC Coaching trainers.

Result

- Getting SWIMS operational on time and to budget was a vital, significant achievement enabling crucial gains through enhanced, simpler processes.
- The feedback regarding the SWIMS training roll-out were very positive. Three day courses helped improve IT skills and engendered a sense of ownership amongst the delegates.
- PC Coaching provided a first class solution to a big IT need, delivering the right type of training, excellent mobile classrooms and communicating the right messages.

"The biggest systems project in Stonham's life - with PC Coaching's support we did it on time and to budget!", Brian Reynolds, SWIMS project manager, Stonham Housing Association."

