

Migrating to the cloud: Cheltenham Borough Homes

Keeping a crucial public service working smoothly

Non-profit Cheltenham Borough Homes (CBH) manages Cheltenham Borough Council's housing stock and runs its housing and homeless service.

CBH recognised that moving to the cloud offered an opportunity to modernise its digital infrastructure and boost operating efficiencies by shifting away from legacy IT systems and adopting new data processing practices. But as a provider of essential services, CBH needed its migration to the cloud to run seamlessly.

With these requirements in mind, CBH needed a cloud services partner with strong Agile management skills and a detailed understanding of public sector needs. It also specified that its cloud services partner must be able to work cooperatively with its current IT services provider, as CBH planned to retain the existing service level relationship.

Tailoring the plan

The key to the project was to design an overarching system that enables Agile working and system access for staff, whether they're in the office or out in the field. As a first step, CBH's chosen cloud services partner Jisc completed a cloud adoption assessment to identify the varying needs of staff working in different parts of the organisation. Then, we devised a plan to maximise data storage and increase data accessibility across a number of working environments, moving CBH to Microsoft Office 365 to establish a flexible work environment with infrastructure that is portable and resilient.



Delivered to a tight deadline

“The key to the successful implementation, migration and transfer of data was the knowledge-sharing that happened between Jisc, our current provider and our own IT team through the ‘discovery days’ at the very start of the project” said Louisa Dowsett, corporate project manager at Cheltenham Borough Homes.

“The resulting plan gave us a failsafe, well-architected framework with all the code in Azure Resource Management (ARM) templates. This allowed us to take control of our own data and documents while Jisc facilitated our pilot email migration.

“We attended joint daily updates and they delivered phase one to a tight deadline, explaining issues as they arose and giving us full transparency about ongoing work. The lead project manager was fantastic and played a vital role in enabling effective conversations without IT jargon so we could make decisions quicker, with a full understanding of their impact. Since then, we’ve successfully completed further phases.

“Jisc’s experience of working with public service organisations and their understanding of cloud strategy has given us the support we need to deliver our new applications and move our IT strategy forwards.”



To find out more about Jisc’s cloud consultancy, please:



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email: <https://ji.sc/ContactAM>



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