



Transforming Communications: mhs homes' Transition to Thrive's Cloud-Hosted SIP Solution



mhs homes, a leading housing association in the U.K., partnered with Thrive to upgrade from an on-premise telephony system to a Cloud-hosted SIP solution, seeking greater resilience, simpler management, and scalability. Thrive's solution, featuring a Cisco Unified Communications Manager and an integrated contact center, ensured seamless continuity. Thrive's responsiveness and understanding of mhs homes' mission made the transition smooth and impactful.

mhs homes, managing over 10,000 affordable housing units in North Kent, needed to modernise its aging telephony system. Focused on providing housing solutions, they required a resilient, scalable system to meet growing needs. Thrive was chosen to implement a Cloud-hosted SIP solution to modernise communications while aligning with mhs homes' mission of delivering value for money.



Vertical

- Housing

Services

- UCaaS platform
- Managed customer support
- Collocation and other services

"Thrive provided us with a Cloud solution that not only modernised our telephony system but also gave us the resilience and flexibility we needed to keep serving our tenants without disruption. Their ability to customise the solution to our specific needs and mission has been invaluable."

Amanda Hodge
IT Manager at mhs homes

Why Thrive Was Chosen

mhs homes chose Thrive because of its ability to integrate the existing on-premise infrastructure with a new Cloud-hosted SIP solution. Thrive's industry expertise, particularly through its acquisition of ONI, a previous partner of mhs homes, solidified the decision to continue the collaboration.

Amanda Hodge, IT Manager, explained, "Thrive stood out because of its understanding of our focus on value for money. They seamlessly combined our current technology with their Cloud solution, making the transition cost-effective and efficient."

Strategic Deployment of Advanced Security Measures

Thrive implemented Cisco Unified Communications Manager, integrated call recording, and a contact center express to meet mhs homes' communication needs. The redundancy allowed mhs homes to maintain full functionality, even during network outages or power disruptions.

"Moving to the Cloud relieved us of managing an on-premise infrastructure," said Hodge. "We kept the handsets on-site, but everything else, from call management to reporting, was migrated to the Cloud. Thrive provided a resilient solution that ensured business continuity, even during challenges like the COVID-19 pandemic."

Thrive's Impact

The transition to a Cloud-hosted telephony solution profoundly impacted mhs homes, improving operational efficiency and system resilience.

"The biggest benefit for us has been the reduced management overhead," Hodge shared. "With Thrive managing the system, we no longer have to worry about upgrades or outages. Even when we've experienced issues on our end, our telephony system has stayed up and running, allowing us to maintain communication with our tenants."



Thrive's ability to customise solutions and provide responsive support further strengthened the partnership, ensuring that mhs homes could focus on its core mission of providing housing to those in need.

"Thrive's team has been great to work with. They understand our charitable goals and have tailored the solution to meet our unique requirements, ensuring we can deliver excellent service to our tenants," Hodge concluded.

About Thrive

Thrive delivers global technology outsourcing for cybersecurity, Cloud, networking, and other complex IT requirements. Thrive's NextGen platform enables customers to increase business efficiencies through standardization, scalability, and automation, delivering oversized technology returns on investment (ROI). They accomplish this with advisory services, vCISO, vCIO, consulting, project implementation, solution architects, and a best-in-class subscription-based technology platform. Thrive delivers exceptional high-touch service through its POD approach of subject matter experts and global 24x7x365 SOC, NOC, and centralized services teams. Learn more at www.thrivenextgen.com or follow us on [LinkedIn](#).