



A DIGITAL TRANSFORMATION SUPPORTING TENANTS

How a partnership with Canon is helping Melville Housing Association go cloud-first

CHALLENGES

- Supporting the IT team as they created a cloud-first approach to data and print.
- Integrating Canon devices and software within a wider cloud-first strategy.
- Onboarding users, many of whom had not used Canon devices before.

ORGANISATION:

Melville Housing Association

LOCATION:

Dalkeith, Midlothian

INDUSTRY:

Housing

WEBSITE:

melville.org.uk

FOUNDED:

1995

RELATIONSHIP WITH CANON:

Began in 2023

APPROACH

As a registered charity, Melville Housing Association (HA) is required to comply with the same legislation and government oversight as much larger public authorities. A significant benefit to this categorisation, however, is the ability to utilise the Scottish Procurement Managed Print Solutions Framework (SP-21-46), through which the association began a relationship with Canon in 2023.

Prior to appointing Canon, Melville HA had outdated printing and scanning capabilities, which required them to run and manage a dedicated print server. The devices operated by the staff were two years out of warranty.

Since beginning to work with Canon, those devices have been replaced with advanced MFDs supported by uniFLOW Online – a cloud-based secure by design solution – which has increased Melville’s data security, resilience, and removed the need for a costly print server. In short, the solution will contribute to lower running costs that the Housing Association will be able to reallocate to improved service delivery to support their tenants.

RESULTS

- Eliminated dependence on physical servers, saving IT expenditure and space
- Transitioned away from legacy devices, which required more time and effort to maintain
- Improved overall resilience in a zero-trust environment, with the implementation of a cloud-first solution
- Enabled seamless integration with existing systems to provide intuitive experiences for staff with the simple administrator interface
- Allowed staff to work confidently, able to rely on Canon’s support when required
- Improved overall sustainability with a reduction in accidental and unnecessary print jobs
- Enhanced existing security measures through the use of user authentication

THE STORY

A photograph of a white banner with a blue and yellow logo on the left. The logo consists of three curved shapes. To the right of the logo, the text "Melville Housing" is written in a large, blue, sans-serif font. Below it, the slogan "working with you" is written in a smaller, blue, sans-serif font, with "working" on one line and "with you" on the line below.

Melville Housing
working with you

Melville HA is responsible for providing affordable housing to over 2,000 families, mainly within the Midlothian area. With such an important role to fulfil, it's vital that the organisation can run efficiently, securely, and as cost-effectively as possible.

IT Manager Colin Turner explained that,

“ Ultimately what we're trying to achieve is enabling staff to provide excellent customer service while delivering really good value to our

tenants. That's what motivates and drives us to get the IT and operational functionality of the business as efficient as we can.

That renewed efficiency and value for money is no small achievement. In a short space of time, Melville HA has transformed into a truly digital-first organisation. Canon devices have replaced the previous printing facilities, and with uniFLOW Online software to support with digital security and data storage, the organisation is more secure and cost-effective than ever before.

CLOUD-FIRST EFFICIENCY

The housing sector is not often known for future-proof IT strategies, Colin explained. In the past he'd been used to dealing with rooms filled with servers and network equipment - which meant that in the case of a cyberattack or hardware issue, downtime was practically unavoidable.

However, with the implementation of uniFLOW Online, Melville HA has vastly improved its operational resilience.

Canon software is now saved in the golden image, meaning that it's already installed and available in the event a new server needs to be spun up. This gives the IT team more peace of mind, as it allows the organisation to respond at-speed to any cybersecurity incidents and get crucial operating systems back online.

uniFLOW Online not only improved overall resilience, it also continues to enable staff to work more efficiently day-to-day, no matter where they are. They can now scan documents directly to OneDrive with uniFLOW Online software – so documents can be more easily stored, saved, and shared with tenants.

There's a significant security benefit for staff, too. Since the uniFLOW Online platform federates directly with Microsoft Azure, there's no need for staff to set-up passwords. As a recent [Forbes](#) article pointed out, employees' passwords are still a major target for cybercriminals. Instead, staff gain access through active directory logins, which keeps tenants' information safer.

“ The cloud environment has so much redundancy and security built in that the risk of compromise is massively reduced, explained Colin.

THE GREAT ENABLER

For Melville HA, Canon has been a crucial part of a wider digital transformation strategy, and the level of support they've received since the start of the contract has helped progress the organisation in a positive direction.

“With Canon, I never felt we were being sidelined, even though we're only a small customer,” Colin said. “I worried that as a small organisation we might fade into the periphery and not get the service that we should get, but I didn't find that at all. I feel like Canon cares.”

The care and support that they receive from Canon has allowed staff at the housing association to focus on the work that really matters - helping their tenants.

Colin explained how every stage, from installation to ongoing service support, has been seamless. Whether it's setting up a new staff access card, which takes less than an hour, or providing clear on-demand training for staff to access, he noted that “Compared to our previous provider, Canon have been miles ahead.” He added, “Users feel more in control. It all fits together nicely.”



SECURING A GOOD FUTURE

Increasingly, Melville HA are looking to the future. Colin is keen to create a digital strategy that future-proofs their organisation, and he's planning on leaning on Canon technology to make that possible.



“We're trying to digitise everything we do,” he said. “Canon is in a place where they can support us with that.”

Whatever the future holds for the housing association, Canon is working hard to ensure they're in the best possible position to continue delivering for tenants. With uniFLOW Online helping Melville HA to implement better digital strategies, staff are ultimately able to concentrate on their important work within their community.



And that, according to Colin, is central to every decision the organisation makes. “We channel the money we save on reduced costs and overheads, so we can use it where its needed most, in our first line service to support or tenants.”



THE CANON SOLUTION

- 2x imageRUNNER C3922i
- uniFLOW Online

Canon