

BRENTFORD COMMUNITY SPORTS TRUST

Reliable Networks Uses M365 to Help Local Trust Deliver Community Programmes Remotely

The Challenge

Reliable Networks had been working with Brentford Football Club Community Sports Trust for 10 years, offering telephony, network, and IT security services, alongside fully managed IT support. During the global health crisis, the trust reached out to Reliable Networks to share their concerns about their ability to continue helping local young people during the UK's mandatory lockdown.

Overnight, the trust found themselves unable to continue offering their in-person community initiatives. However, not wanting to let the community down, they began searching for a new way to engage and connect safely and securely in a remote environment.

The challenge was in identifying a solution that would help them to deliver enhanced services in a cost-effective manner. As a local charity, the trust was naturally concerned about the limited financial resources available for overcoming these new challenges.



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The Solution

Reliable Networks had already migrated Brentford Football Club Community Sports Trust to Microsoft 365. Therefore, it was determined that the most effective solution would be to embrace more of M365's capabilities to deliver educational resources for local children.

Microsoft 365 apps including Microsoft Teams, SharePoint, and VOIP were implemented, empowering both staff and volunteers to connect with young people remotely. Reliable Networks provided onsite training for users across the trust, and ongoing support to ensure that any issues that were being experienced could be resolved quickly and with minimal disruption.

However, this only addressed part of the problem. With a need for staff and volunteers to collaborate on projects and work together to develop new programmes from home, Microsoft's Modern Workplace solution was used to facilitate seamless communication across all locations and devices.

Microsoft multi-factor authentication (MFA) and Microsoft Defender were implemented to address the trust's security concerns, ensuring data could be shared with young people safely and securely.



We've been partners with Reliable Networks for 13 years. Right from the start they were always supportive in terms of understanding where we were, with our ambitions and our growth plans, and then trying to fit a technological solution for us and our budget.

Lee Doyle, Chief Executive, Brentford Trust



The Outcome

Today, Brentford Football Club Community Sports Trust is a fully serverless organisation, making full use of Microsoft 365 to deliver exceptional sports-based educational programmes to children and young people within the local area. Supported by a passionate team who have what they need to engage with children from anywhere, the organisation is succeeding in meeting its targets. The trust notes that the solution implemented by Reliable Networks has helped them to work more closely with the community during this difficult time, improving both internal and external communications.

The team at Reliable Networks were so inspired by the trust's dedication and commitment to continuing support for young people throughout the pandemic that they were keen to do their own part. As part of their CSR strategy, Reliable Networks donated reconditioned equipment to the trust for use in education services, and are proud to support such a powerful, life-changing charity.

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