



Empowering Communities to be the Best They Can

Support Staffordshire is a charitable organisation dedicated to empowering local communities to thrive. It works across the county to support voluntary groups, social action initiatives and community-led projects. As one of the UK's largest local infrastructure organisations, Support Staffordshire delivers the four NAVCA-recognised functions: volunteering support, capacity building, partnership and collaboration work, and leadership and advocacy.

 Sector **Charity**

 People **100-200**

Solution **Mobile**

Its volunteering work promotes opportunities, matches volunteers with suitable roles and offers ongoing support. The organisation strengthens the voluntary sector through membership services, locality officer support, training, consultancy and community development. It collaborates widely, producing insight reports, facilitating local networks, supporting village halls, coordinating health-focused partnerships and contributing to Social Prescribing and Healthwatch programmes. In its leadership role, it works closely with NHS bodies, local councils and emergency and resilience services to represent and advocate for the voluntary sector.

Find out more at ChessICT.co.uk

The Business Challenge:

As Support Staffordshire expanded, its reliance on mobile connectivity increased significantly. Historically, the charity had used EE, but moved to O2 to reduce costs. However, inconsistent coverage – particularly in the north of the county – meant that some users had to remain on EE, creating a fragmented and inefficient mobile estate.

This mixed-provider setup resulted in operational issues. Mobile device management became inconsistent, with varying software updates and growing security risks. Staff regularly encountered compatibility problems, causing downtime and disrupting workflows. Communication across teams was often slower and less reliable than needed, which affected responsiveness, collaboration and the overall delivery of services across the county.

Support Staffordshire needed a single partner who could provide reliable coverage county-wide, simplify mobile management and support the organisation's growing workforce, including hybrid workers, social prescribers based in GP surgeries, volunteers and safeguarding teams.

The Solution

Chess carried out a full review of Support Staffordshire's mobile requirements and used its multi-network capability – offering EE, O2 and Vodafone – to identify the best-fit solution. EE offered the strongest and most consistent coverage across the county, particularly in rural and northern areas, making it the ideal choice.

Chess consolidated all mobiles under one unified service, making it easier for the charity to manage devices securely and efficiently. This single-provider approach supports all aspects of their work, from staff and volunteer communication to frontline Social Prescribing services, hybrid working arrangements and critical safeguarding contacts.

In addition to a bespoke pricing structure, Chess provided a dedicated account manager to ensure responsive, reliable support. Support Staffordshire viewed Chess not only as a supplier but as a partner, recognising shared values around community impact, inclusion and empowerment. They now actively refer Chess to their own members as a trusted local organisation.

The Result

The partnership with Chess delivered measurable financial, operational and organisational benefits. Support Staffordshire achieved almost £20,000 in savings over the contract term, a significant cost reduction for a growing charity. The move to a single, reliable network improved coverage across Staffordshire, reducing downtime and increasing operational efficiency.

Mobile device management is now cohesive and secure, eliminating the risks and inconsistencies of their previous fragmented setup. Staff enjoy improved compatibility and seamless integration across devices, which has streamlined workflows and boosted productivity. Enhanced communication tools have strengthened collaboration, enabling quicker decision-making and more effective project delivery.

Support Staffordshire has praised Chess for its professionalism, expertise and responsiveness throughout the transition and beyond. The organisation views Chess as a trusted and valued partner and looks forward to continuing the relationship.



Making IT Work For You

Chess is one of the UK's leading independent and trusted technology service providers, employing more than 240 skilled people across the UK, supporting over 18,000 organisations.

We believe IT should work for you, reduce costs, deliver efficiency, keep you secure, enhance your work-life balance, improving performance. At Chess, we're passionate about our unique culture and our continuous investment in our people to be industry experts.



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