

## The Client

Established in 1974, Porchlight is one of Kent's foremost homelessness charities and supports vulnerable and homeless people across the county. The charity works with individuals, organisations and government to prevent the breakdown of communities and reduce poverty. With around 220 full/part-time staff spread over 15 locations, Porchlight helps homeless and vulnerable people get support with their housing, mental health, physical health, wellbeing, education and employment. They provide children, young people and adults with the advice, guidance and skills to live independently in the future, play an active role in their local community and fulfil their potential.



## The Story

4th Platform has supported Porchlight with IT and print solutions since 2009. The needs of the charity have developed over time and 4th Platform have been there to give advice and solutions to suit the changing requirements. When the Covid-19 pandemic struck, 4th Platform proved its worth with a number of solutions. With the necessity of home working during lockdown, this was a transition for many businesses. 4th Platform had already advised Porchlight that an upgrade was required for mobile working and the work carried was in good time for the unforeseen lockdown, saving the charity some potentially nasty challenges to overcome.

An old telephone system became a big issue when the lockdown was imposed, employees were only able to answer the phones on site at the office and not remotely. Within two days, 4th Platform had found a solution and it was implemented with ease.

### What Porchlight said:

Joanne Love, IT Manager commented,

"Thank goodness we already had the right systems in place to ensure a smooth transition to full remote working when the lockdown was announced. As usual, 4th Platform were there to help us when we realised the phone system was not adequate enough to support our requirements. As a charity supporting vulnerable people, we cannot lose our communication for a minute, 4th Platform was a saviour."

"We always know that 4th Platform will give the best solution advice to help the charity, and not just that, the service is impeccable, the engineers are amazing. 4th Platform is one of our most trusted suppliers."

### What 4th Platform said:

"We have built a good working relationship with Porchlight over the years. We work closely with them to ensure that as the charity grows and evolves, they have the appropriate products and services to support the business."