

Achieving Client Accessibility

**SOC 2
TYPE II
CERTIFIED**

Introduction

Hearthway Housing is an organization that focuses on improving the lives of residents by creating affordable housing, providing housing services and programs, and helping communities access and administer community development projects. Their mission is to find housing solutions for all people across the communities of Berkshire County.

Challenge

A primary challenge for Hearthway was that its office located on the third floor of its office building was undergoing renovations, which disrupted their normal business operations.

During the main office renovations, Hearthway established a temporary workspace on the ground floor, providing a small group of employees with a comfortable working setup. The area also included a designated space for clients to meet with the Housing staff, ensuring uninterrupted service delivery.

Now that Hearthway had the space available, they needed assistance setting up the area for its employees with access to the computing network and Wi-Fi.

Our Approach

Sourcepass has expertise spanning across installing network switches, wireless access points, and running intricate wiring setups to ensure seamless connectivity.

With its skilled technicians and extensive experience in executing network infrastructure expansions, Sourcepass knew exactly how to plan and execute getting Hearthway's employees set up.

Solution

To help create an efficient and client-friendly reception area on the ground floor, Sourcepass implemented the following solutions:

- ✓ **Space Utilization:** The available space on the ground floor was set up to accommodate its employees who could assist walk-in clients.
- ✓ **Network Infrastructure:** Sourcepass installed a network switch and a wireless access point to ensure seamless connectivity.
- ✓ **Wiring and Connectivity:** The team ran wiring from Hearthway's server room on the third floor to the new reception area on the ground floor, ensuring that all necessary IT infrastructure was in place.

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The new reception area on the ground floor has helped us seamlessly continue our work and interact with our walk-in clients. We are happy with the work the technicians did to connect our employees with the technology needed to do their jobs.

- Jane Pixley, Director of Housing Resources,
Education & Access

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Conclusion

The solution to set up space for Hearthway's employees during its office renovation has helped provide walk-in clients with prompt assistance.

The collaboration with Sourcepass proved to be a success, showcasing the importance of innovative solutions in addressing operational challenges.



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