Digital Survival Company



Digital Survival Company brings peace of mind to the IT management of housing association Stadlander

SOLUTION	INDUSTRY	TECHNOLOGY
IT & workplace management	Housing associations	Microsoft Azure, Microsoft 365

How do you build a stable, future-proof IT foundation in a fast-changing environment?

Stadlander is a housing association in West Brabant, with around 180 employees who work every day to provide affordable and pleasant housing for some 15,000 households. For that work, an IT environment that simply works is indispensable: from the workplace and network to the systems colleagues use for their daily tasks.

Challenge
After a long-standing partnership with its previous IT provider, Stadlander chose a new path. Lead times were increasing and productivity was under pressure.

Digital Survival Company came to the table through a partnership with other market parties. For Stadlander, one thing was decisive in that choice: service and support had to be fully in order.

First stabilise, then build
Digital Survival Company follows a fixed approach: first take over and stabilise management (transition), and only then develop further (transformation). For Stadlander, that meant taking over the existing environment as it was, cleaning up only where truly necessary, and immediately making sure that daily service delivery brought calm and clarity.

Lead times
Ticket lead times have been drastically reduced.

Cost control
Grip on costs, with everything in line with agreements and budget.

Less pressure
Less work and more peace of mind for Stadlander's employees.

Security
High security and compliance.

In that process, the key principle was that end users wouldn't notice a thing.

An important choice in the start-up phase was to take a data-driven approach to the inventory. This quickly delivered concrete quick wins that immediately improved performance and increased security.

> “Service and support simply had to be completely in order for us. That was one of the most important factors in our choice.”



Henk Stoutjesdijk
ICT Manager · Stadlander

Although not all documentation of the previous situation was complete, the knowledge transfer went smoothly thanks to short lines of communication with a small, skilled team on Stadlander's side. Where necessary, gaps such as the missing automation for creating and removing users were tackled together.

The workplace and network were also updated. The workplace was set up according to Digital Survival Company's own standard, based on the security guidelines of the NCSC (Dutch National Cyber Security Centre), and the network on Fortinet, aligned with the hardware lifecycle. Deliberately no ‘big bang’, but a gradual transition without unnecessary disruption.

Already during this first phase, Stadlander noticed the difference in day-to-day service.

Case Overview

Company name
Stadlander

Industry
Housing associations

Challenges
- Increasing lead times and pressure on productivity
- Incomplete documentation and knowledge transfer
- No automation for creating and removing users
- Growing security and compliance requirements

Solution
- Takeover and stabilisation of all IT management
- Data-driven inventory with immediate quick wins
- Phased renewal of the workplace (NCSC baseline) and network (Fortinet)
- Further development towards a new security and compliance framework

Benefits
- Ticket lead times drastically reduced
- Less work and more peace of mind for employees
- Cost control in line with agreements
- Higher security and compliance
- First phase delivered fully on time and within budget

Faster service, more peace of mind, higher compliance
The most tangible result of the partnership is speed. “We had a ticket that had been open for a month and a half. As soon as we transferred it to Digital Survival Company, it was resolved within two days. After one phone call, it was done within half an hour.” — Bram Mertens, Workplace Management and Security

Employees no longer have to chase tickets themselves; that responsibility now lies with Digital Survival Company. This makes for short lines of communication and a pleasant, informal way of working together. “It's just a quick chat and we tackle it together. Short lines, you know each other, that works really well.” — Bram Mertens, Workplace Management and Security

Agreements on costs and planning were also met: this first phase of the partnership was delivered fully on time and within budget, which is not a given.

> “At one point I texted our contact person: we have a serious problem, all tickets are being resolved within a day, we can barely keep up!”



Bram Mertens
Workplace Management and Security · Stadlander

On Digital Survival Company's side, too, pride in the way of working together during this first phase prevails. “I really like the way we work together: shoulder to shoulder, making sure it gets fixed. We certainly had some challenges, but we solved them well together.” — Maurice Kok, Cloud Engineer at Digital Survival Company

Building on the transformation together
Now that the transition is complete, Stadlander and Digital Survival Company are entering the transformation phase: further developing the delivered environment into a landing zone that is fully aligned with the architecture and security framework. This marks the biggest step forward in security and compliance. One of the first next steps is the migration of Stadlander's ERP system, which is moving from an IaaS solution to SaaS with a new partner. Within that, Digital Survival Company will provide the supporting services, such as identity and access management, security and network.

In concrete terms, this means: cleaning up the identity structure and implementing Microsoft Entra ID for full control, a new role structure with additional controls, and automated, source-based user provisioning. Stadlander also wants to make better use of the Microsoft 365 environment across the organisation, including through adoption training so that everyone gets the most out of the modern workplace.

About Digital Survival Company

As a managed service provider, we don't manage IT just to keep it running, but to make it better. From day one, we take full responsibility for your IT foundation: from cloud and modern workplace to security and network, all from a single source. Cloud-native is the starting point, AI is built into how we work and what we deliver, and our secure baseline gets sharper with every iteration.

You work with a dedicated team of Survivors who know your environment inside out. Whoever designs it, builds it. Whoever builds it, keeps it running. That way, knowledge stays where it is created. No fragmented responsibility across multiple suppliers, but one point of contact who thinks along at board level and rolls up their sleeves on the shop floor.

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"Trust is one of the most important things. That's in place now. We can simply move forward again."



Henk Stoutjesdijk
ICT Manager · Stadlander

