Digital Survival Company



vidomes

Digital Survival Company helps Vidomes build a future-proof IT foundation

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

SOLUTION	TECHNOLOGY	INDUSTRY
IT management & transformation	Microsoft Azure	Housing associations

Housing association Vidomes manages and lets around 19,000 homes in the Haaglanden region for people with limited opportunities on the housing market.

Challenge
To manage its cloud environment, workplaces, network and applications, Vidomes was looking for an IT partner that would not only manage, but also advise proactively and think ahead. After a careful tender process, the choice fell on Digital Survival Company.

What started as a takeover of all IT management grew into a broad transformation, in which not only the technical environment but also the related processes were reviewed and redesigned to Digital Survival Company's standards.

From transition to transformation
Digital Survival Company was tasked with taking over all IT management from the previous supplier. Project manager Merel Krielaart compares it to setting up a kitchen: “You take over the kitchen and see how someone else has arranged the cupboards. But that isn't always logical, so you reorganise everything.” Customer lead Tim Sips adds: “We take it over, analyse what's there and bring everything up to our

Complete
Full takeover of IT management (transition) and redesign to Digital Survival Company standards (transformation).

Stability
Service desk that distinguishes between incidents, service requests and structural improvements.

Support
Insight into ongoing calculations and their status

Advice
Proactive advice on new developments and legislation.

standard. At Vidomes, some things needed to be done more securely, better and more efficiently."

> "We wanted to work with a partner that is proactive and gives direction based on expertise. That's why we deliberately looked beyond the well-known suppliers in the housing sector. And it paid off: Digital Survival Company has proven to be a solid and valuable sparring partner."



Tim Standhart
Business Partner Information Management & Digitalisation · Vidomes

In December 2024, Digital Survival Company received the 'keys' to Vidomes. The transition and transformation are now all but complete. The cloud environment runs stably on Microsoft Azure, workplace and application management are in place, and Vidomes employees can easily report incidents and questions via the portal, by email or by phone.

Thinking ahead as the key to success
Vidomes is one of the housing associations that are digitally mature in several areas. Tim Standhart stresses that this is the result of deliberate choices: "We don't sit back and wait; we actively look at what's new and how we can apply it. Then, together with Digital

Case Overview

Company name
Vidomes

Industry
Housing associations

Challenges
- Need for a reliable IT partner that meets information security and continuity requirements
- Full takeover and redesign of existing IT management from the previous supplier
- Processes and environment had to be aligned with new standards
- Need for proactive advice on new developments and legislation

Solution
- Full takeover of IT management and transition to Digital Survival Company standards
- Stable cloud environment built on Microsoft Azure
- Service desk that distinguishes between incidents, service requests and structural improvements
- Proactive advice on new developments and legislation

Benefits
- Stable and secure cloud environment on Microsoft Azure
- Efficient service desk and fast handling of reports
- Proactive sparring partner that helps shape the digital strategy
- Future-proof IT foundation as a basis for further digitalisation
- Digital basis for further optimisation of the calculation process

Survival Company, we decide what that means for Vidomes."

The digital foundation is in place. Vidomes has laid a stable foundation on which it can keep building sustainably. Strong enough to absorb new developments, regulations and standards.

"Some companies see IT mainly as a cost item. Not Vidomes. The organisation takes IT seriously, listens to our advice and actively participates."



Tim Sips
Customer Lead · Digital Survival Company

"Then it's great to have a partner like Digital Survival Company at your side, one that keeps you sharp and guides you towards the right solutions."



Tim Standhart
Business Partner Information Management & Digitalisation · Vidomes

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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