

CASE STUDY
Erskine Veterans Charity

Erskine Veterans Charity provides care and support to veterans and their families across Scotland. As an organisation delivering essential services, Erskine relies on secure, dependable technology to support staff, protect sensitive information, and ensure continuity of care across its sites.

Technology plays a vital role in enabling Erskine's teams to focus on what matters most, supporting veterans and their families, without disruption or unnecessary risk.

THE CHALLENGE

Like many established charities, Erskine's reliance on technology has grown steadily over time. Day-to-day operations, communications, data management and service delivery are all underpinned by IT systems which must operate reliably across different teams and sites.

At the same time, the charity faced increasing pressure around cyber security, data protection and regulatory compliance. Managing these risks through fragmented or reactive support models no longer provided the level of assurance required. There was a growing need to reduce operational risk, improve resilience, and introduce clearer ownership and accountability across Erskine's technology estate.

Recognising this, Erskine undertook a formal procurement process to review how its technology services were delivered and to identify a partner capable of supporting the organisation both now and in the future.

OUR APPROACH

KubeNet worked closely with Erskine throughout the onboarding process to develop a thorough understanding of the charity's operational environment, risks, and long-term objectives.

Our approach focused on designing a joined-up service that prioritised resilience, security and governance. Rather than offering isolated solutions, we proposed a comprehensive technology partnership built on strong service management, clear accountability, and continuous improvement.

By taking the time to understand Erskine's mission and responsibilities, we were able to align our services to support the organisation's values while delivering the structure and reassurance required by leadership and stakeholders.

WHAT ERSKINE WERE LOOKING FOR

Erskine did not go to market simply looking for day-to-day IT support.

Through a formal tender process, the charity sought a long-term technology partner who could deliver:

- A fully managed IT service to provide a reliable operational foundation
- Cyber security embedded as a core element of the service
- Modern voice and communications to support teams across locations
- Clear SLAs, reporting, and service accountability
- A partner who understood the responsibilities and values of a charity environment
- The ability to evolve services as needs change over time

Confidence, transparency, and trust were as important as technical capability.

CUSTOMER TESTIMONIAL

"Over the past few months, our partnership with KubeNet has already delivered meaningful progress for Erskine. The transition to a fully managed service has been smooth and well-coordinated, bringing clearer support processes, stronger service ownership, and a more resilient technology environment across our sites. KubeNet's focus on cyber security has been particularly impactful, improving our security posture, strengthening staff awareness, and embedding better practices across the organisation" **- Eddie Foy**
Head of Digital and Technology

WHAT WE ARE DELIVERING

At the centre of the partnership is a fully managed IT service, providing Erskine with a stable, reliable operational foundation. This ensures staff have consistent access to the systems and support they need, while reducing the day-to-day risk and complexity associated with managing technology internally.

Alongside managed IT, KubeNet delivers a wider suite of integrated services designed to work together as a single, cohesive platform. Cyber security is embedded across the environment, helping protect sensitive data and reduce exposure to evolving threats. Proactive monitoring, patching, and maintenance ensure issues are identified early and addressed before they impact services.

Modern voice and communications services support collaboration across Erskine's sites and teams, enabling flexible and reliable communication while maintaining strong governance and control. Structured service management, reporting, and clear escalation processes provide transparency and accountability, giving Erskine confidence that technology is being actively managed.

Delivered as a unified service, these elements provide Erskine with a secure, well-governed technology environment that supports both operational needs and long-term objectives, rather than a collection of disconnected systems.

KEY OUTCOMES

- **Improved resilience and stability across Erskine's technology environment**
- **Reduced operational and cyber security risk**
- **Clear service ownership and accountability**
- **Greater visibility through structured reporting and governance**
- **A consistent support experience for staff across locations**
- **Increased confidence for leadership and stakeholders**



LOOKING AHEAD

The partnership between Erskine Veterans Charity and KubeNet is designed to be long term and collaborative.

Beyond day-to-day service delivery, KubeNet will continue to work closely with Erskine to identify opportunities for improvement, strengthen cyber resilience, and ensure technology evolves in line with the charity's needs. Regular engagement and continuous improvement form a key part of the relationship, helping Erskine plan confidently for the future.

Alongside technology services, KubeNet is committed to supporting Erskine in ways that reflect the charity's mission and values. This includes ongoing involvement in fundraising initiatives, awareness-raising activities, and wider social value projects that support Erskine's work with veterans and their families.

By combining dependable technology services with a genuine commitment to partnership and social responsibility, KubeNet supports Erskine not only as a technology provider, but as a trusted long-term partner focused on stability, security, and shared values.

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