



Supporting Tuaths Growth



Tuath Housing Association has rapidly grown since letting its first homes in late 2006 and now has over 15,000 properties nationwide providing homes to over 33,000 tenants. They strongly believe in the importance and value of working in partnership with their stakeholders to deliver more homes to more people, creating communities across the country.

Tuath

- Manage over 33,000 tenants.
- Their mission is to provide good quality, secure homes that people can afford.
- They are an award-winning housing provider and are members of the Irish Council for Social Housing, the Housing Alliance, and the Chartered Institute of Housing.

Our Solution

- Within weeks, Tuath had tested and gone live with their new Tenant Support Line on Amazon Connect
- Introducing Contact Lens provided call classification and call transcripts to provide detailed analysis of calls.

The Challenges

- Flexibility and speed to ensure Tuath could create a new Tenant Support line
- The creation of a platform to modernize the Tuath service

The Outcomes

- Tuath were able to support the launch of the Tenant Support Line
- The successful roll out led to a wider use of Connect for other business areas
- The dramatic improvement of analytics allowed Tuath to identify key areas to focus on further improvement to customer Services

"Incline-IT and Tuath worked in partnership at pace to deliver on time to support our customers."

Incline IT provided technical expertise to deliver at pace.

The collaboration ensured seamless implementation, optimizing customer service operations, improving call management, and enhancing overall efficiency, delivering a reliable and scalable contact center solution.

Ronnie Maher - Head of IT

About Incline-IT

Incline-IT is an IT services company that deliver IT solutions built around you. Passionate about customer service, your outcomes are our main priority. More than just a supplier, we are a trusted partner, designing and delivering the best and most relevant IT support services, tailored to your specific requirements and challenges.

Partner with Incline-IT and we will take you on the journey from legacy technologies and architecture into the cutting edge of infrastructure and network capabilities.

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