



Square One Delivers Reliable Communications for Welsh Charity Supporting Young People - Dewis Housing

How Square One Network helped Dewis Housing simplify communications, reduce costs, and improve support across multiple locations.



About Dewis

Dewis is a Welsh charity dedicated to preventing homelessness and providing supported accommodation for vulnerable young people aged 16-25 across Neath Port Talbot and Bridgend.

Approaching its 40th anniversary, the organisation delivers vital housing and support services that help young people develop independent living skills, access education and employment opportunities, and build brighter futures.

We spoke to Dewis Business Administrator, Bronwen Ward.

The Challenge

Managing communications across several offices and supported accommodation sites had become increasingly difficult for Dewis.

For many years, the charity relied on a large national telecoms provider. However, inconsistent account management, complex billing and poor customer service created significant challenges. These included:

- Difficulty reaching support teams when issues arose
- Services that did not align with operational requirements
- Concerns about overpaying for unnecessary services
- Multiple account manager changes and a lack of continuity
- Time-consuming billing disputes and administration

At one stage, Dewis successfully recovered more than £12,000 in overpayments, but the process required considerable time and effort from the team.

As a charity operating with limited resources, every pound spent on telecommunications needed to deliver value. "We haven't got money to throw away," explained Bronwen.

The Solution

Following a recommendation from a trusted local business contact through the BNI network, Dewis approached Square One Network to review its existing communications setup.

Working closely with the team, Square One designed and implemented a tailored solution that included:

- Business broadband services across multiple sites
- A cloud-based business phone system
- Handsets for office and supported accommodation locations
- A streamlined setup that removed unnecessary services
- Ongoing account management and local support

The project involved coordinating services across several sites, including supported accommodation properties and offices in Port Talbot and Neath. Despite the complexity, the migration was carefully planned and delivered with minimal disruption.

The Implementation

For Dewis, clear communication and dependable support were just as important as the technology itself.

Square One managed the entire transition process, keeping the team informed at every stage and quickly resolving any challenges that arose.

“Engineers came out when they said they would, everything was delivered when they said it would be delivered, and it was just a very helpful and personable customer service team.”

Bronwen Ward
Business Administrator, Dewis

Throughout the implementation, Dewis worked closely with the Square One team, including dedicated account management and technical support, ensuring there was always a familiar contact available when needed.

“The whole process has been relatively simple. Even when there were challenges along the way, we were kept informed all the way through,” added Bronwen.

The Results

Since moving to Square One Network, Dewis Housing has benefited from:

- Significantly lower monthly telecoms costs
- Fewer support issues and faster resolution times
- Simplified communications across multiple locations
- Proactive customer service and regular account reviews
- A trusted local partner that understands the needs of the organisation

When an external network issue caused a service outage after a line was accidentally damaged, Square One worked alongside the charity's IT provider to coordinate a swift resolution and keep the team updated throughout.

Most importantly, the savings achieved have enabled Dewis to direct more resources towards supporting vulnerable young people.

“Square One has saved us what they said they would save us. Our costs have reduced significantly on a monthly basis.”

Bronwen Ward
Business Administrator, Dewis

The Support

Asked about the support she had experienced from Square One, Bronwen said...

“The difference is that somebody always gets back to you. There’s always somebody at the end of the phone - somebody you can put a name or a face to, which is a joy.”

Dewis Recommendation

Asked what she would say to anybody considering partnering with Square One Network for their business communications, Bronwen said, “It’s not just one person - everybody we’ve dealt with has delivered what we would expect and gone over and above.

Square One pick up the phone afterwards and check everything is okay. In an IT world, things happen, but it’s how those issues get dealt with that matters.”

Bronwen added:

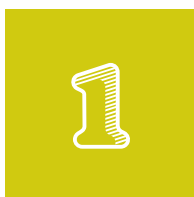
“If I was at any networking events, I’d be shouting their name from the rooftops.”



Bronwen Ward - Dewis

In Summary

With reliable connectivity, a modern phone system and ongoing support from Square One Network, Dewis can focus on what matters most: helping young people overcome homelessness and build independent, fulfilling lives.



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