



## Case Study

# The Challenge

**The Home House Collection is a duo of private members' clubs in central London. Home House is an award-winning private members club that blends Georgian elegance with contemporary luxury, offering members a unique space to socialise, dine, stay, and unwind.**

**Home Grown is designed for high-growth entrepreneurs and business leaders, providing premium spaces to work, connect, and collaborate.**

Home House were experiencing difficulties with their previous service provider, including missed SLAs and recurring downtime that impacted productivity across the team.

They were also keen to further strengthen their sustainability efforts - an important priority for a business proudly holding the Butterfly Mark, an independent accreditation recognising the highest standards in sustainability.

SOS Systems aligned their service offering to support these goals, ensuring that their solutions contributed to maintaining Home House's certification and enhancing sustainable practices across operations.

Home House's key objectives for the project included:

- Improved service levels and client experience by working with a partner who made them feel valued.
- An improvement in sustainability
- A reduction in costs with a manageable and understandable invoice structure.

SOS were able to deliver on all the above, winning the tender over three other vendors.

# The solution

SOS Systems devised a plan to install 20+ multifunctional devices across both sites in an agreed timeline. Home House described the installation process as very well planned—when the team arrived on site, they knew exactly where they needed to be and got to work immediately, causing minimal disruption.

Dionne Atkinson, Head of IT commented on the advantage of having everything automated “We don’t have to think about things such as ordering toners anymore which is a huge help, everything is on autopilot”. She also spoke highly of the ongoing support from the SOS team, describing communication as clear, consistent and refreshingly straightforward.

From a finance perspective, working with SOS systems has helped enormously both from a cost reduction and a sustainability standpoint. The use



**Service** excellence



**Environmental** improvements



**Digital** transformation

of PrintReleaf achieved the offsetting of their print volume by replanting 29 trees a year as well as hitting 8 of the UN’s Sustainable Development Goals. The use of SOS Green Cover to recycle toners is also helping meet these sustainability goals.



# The Outcome

Through our continued partnership, Home House has seen:

- Improved service and reduced downtime
- Tangible cost savings
- Sustainability goals achieved
- A reliable partner they can trust

**"The project team did an excellent job, they took their time, were helpful and did not rush"**

Dionne Atkinson  
Head of IT



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