

CPS HELPS CARERS TRUST AND NETWORK PARTNERS REALISE 'ONE ORGANISATION' VISION

Carers Trust is a major charity for, with and about carers. It works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems. It does this with a UK wide network of quality assured independent Network Partners and through the provision of grants to help carers get the extra help they need to live their own lives.



INDUSTRY

Charity

LOCATION

London, United Kingdom

CHALLENGE

Improving support for carers by aligning UK wide partner services

PRODUCTS & SERVICES

CPS Managed Support Services, Dynamics 365, Office 365, Microsoft Teams

RESULTS

Improved collaboration with delivery partners so all work as one organisation. Better intelligence about clients enables more effectively targeted support. Underpinned by an optimally aligned and carefully costed strategy

Managing resources

Carers Trust was facing a major challenge. It needed to find a way to streamline and improve communication with and across the Carers Trust network. As an established Microsoft customer, Carers Trust was aware that its Dynamics 365 and Office 365 technology could help it work as one organisation. The issue was whether it had the ICT resource to support this transformation.

The ICT department provided day-to-day support to 80 staff at Carers Trust. With new projects in plan and extra pressures from GDPR regulation, ICT needed to find a more effective way to communicate with and across the Carers Trust network.

“We were using a range of methods to communicate with our Network Partners, including email,” says Head of ICT, Tim Cornish. “We knew we needed a better solution which supports collaborative working and allows best practice, resources and innovation to be shared. We knew what the problems were, but we didn’t have the resource to fix them.”

Carers Trust recognised that a new strategy was required to drive better collaboration across the network, optimising the Microsoft Office 365 and Microsoft Dynamics 365 estate. As a charity, the solution had to meet the budget available. The strategy could only be implemented by carefully managing its ICT investment and resources.

CPS had been helping Carers Trust for 18 months to implement its Microsoft solutions. Convinced that CPS had the depth of Microsoft expertise required, and could deliver what the charity needed within budget, Carers Trust appointed CPS as its strategy partner.

Three phase approach

The first requirement for CPS was to release ICT resource from day-to-day support in order to focus on the new strategy. CPS Managed Support Services enabled that with onboarding and help desk provision, system monitoring and technical support across the Microsoft solutions estate.

The results from this 'stabilisation and optimisation' phase were impressive. The CPS team removed much of the administrative work from the in-house department, and significantly improved systems performance. Some 99% of service desk tickets were now responded to within an hour and CPS' active monitoring service regularly identified and resolved network issues before they impacted users.

The second phase was to create an IT vision and roadmap for the future, underpinned by a carefully costed technical specification and migration plan. The main driver of the strategy was a strong commitment to improved collaboration with and between Network Partners. That meant best practice, resources and innovation could be shared to ensure the continued development of effective carer support across the UK.

Leveraging its Microsoft skills, CPS helped Carers Trust develop a Knowledge Hub where Network Partners can share documents, toolkits, policies and guidance. An extranet portal gives Network Partners access to Carers Trust's SharePoint environment. The user-friendly portal allows different Network Partners to easily find relevant information and get the latest news. There are also plans to develop pop-up workspaces for Carers Trust and Network Partners to collaborate on specific projects, using the flexibility of Microsoft Teams.

This evolving comprehensive and dynamic digital workspace gives Carers Trust and Network Partners the opportunity to work closely together on a consistent and effective 'single organisation' interface.

Business benefits

- UK wide, independent Network Partners are collaborating to build on their work to provide carers with high quality support.
- New functions can be added over time without increasing investment in infrastructure because the strategy is cloud based.

- Outsourced support enables in-house ICT expertise to be leveraged for strategy and future projects and delivers improved performance.
- Strategy is based on proven Microsoft solutions with expert CPS support.

A word from the team...

"With CPS Managed Support Services, we have a team of specialists who meet our needs and deliver an effective and efficient service. The CPS team is highly approachable and good at communicating technical issues clearly to our staff, whatever their technical ability. They also understand business processes and the charity sector."

*Tim Cornish – Head of ICT,
Carers Trust*

"CPS' depth of expertise has proved invaluable in enabling us to achieve our aims while securing good value for money."

*Judith Wilson, Director of Corporate Services,
Carers Trust*



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