



ST ANDREW'S HEALTHCARE UNDERPINS UNIQUE PATIENT CARE WITH AGILE AND SECURE COMMUNICATION AND COLLABORATION

St Andrew's Healthcare provides personal support for adults and children in the UK with some of the most complex and challenging mental health needs. Founded in 1838, today the charity cares for up to 700 NHS referred patients.



INDUSTRY
Health

LOCATION
Northampton,
United Kingdom

CHALLENGE
Improve communication and collaboration across the organisation including patients where possible and external parties; deploy security and governance processes appropriate to a modern organisation; manage migration of sensitive data to a new platform; exploit the benefits of Microsoft 365 and cloud in a complex operating environment

PRODUCTS & SERVICES
Microsoft 365, Sharepoint, Teams, CPS Professional Services

RESULTS
Migration of SharePoint 2010 data well under way. Successful deployment of Teams. New Intranet channel launched. Long-term support in place for business apps and technology.

Communication critical

St Andrew's Healthcare is proud of its patient recovery methods, based on personalised care packages that focus on physical and spiritual wellbeing as well as on mental health. To support its individual approach, easy communication with patients across the UK and an ability to share information with the NHS and other charities is critical.

In recent years, St Andrew's deployed on-premise Microsoft SharePoint 2010 & Shared Drives as its document management and collaboration platform. High volumes of data were causing the system's response times to slow down, however when Microsoft announced its end-of-life plans for SharePoint 2010, the management team had to decide on a new strategy.

"We had already chosen Microsoft Outlook and OneDrive for easy access to mail and work files, so Microsoft 365 was a logical step to integrate all our apps, and give us the flexibility of cloud-based hosting. More importantly for our service delivery, we would also get the function, security, and governance processes

of SharePoint in Microsoft 365, together with the Teams collaboration toolset."

*Adam Clark - Non-Clinical Applications Manager
St Andrews Healthcare*

The big challenge for St Andrew's was how it would manage the transition from SharePoint 10 and shared drives, to deliver the communication, security and governance benefits of Microsoft 365. SharePoint 10 was already heavily used throughout the organisation and contained highly sensitive data. Therefore, the migration required careful management and expertise.

Sensitive data

"This was a very significant change for us, and we needed help from people who really knew what they were doing," says Adam Clark. "Our IT department understood the on-premise systems, but we didn't have the resource or experience in house to plan and manage a complex transformation."

St Andrew's used the UK Government G-Cloud competitive procurement process to find the high-quality support it needed. Short-listed for assessment, CPS "came out head and shoulders as the best partner for us," according to Adam Clark. "They listened to what we wanted, and presented a proposal uniquely designed for our organisation, with patients' needs at the forefront. The fact they were recognised by Microsoft as a leading UK Partner was also reassuring."

Once appointed, CPS began by reviewing and assessing existing St Andrew's technology, and provided a high-level solution and design plan to exploit Microsoft 365. Key to the plan was a structured approach to documents. Security and governance were the watchwords: making sure that sensitive documents are managed and marked securely, for access only by the right people, with appropriate retention processes.

CPS was also tasked with designing a hub for Teams with Microsoft 365. The aim was to create a 'single pane of glass' view of the organisation, so that employees could communicate and collaborate much more efficiently both internally and externally.

Delivery

The planned migration from SharePoint 2010 to Microsoft 365 is now well under way. Teams is successfully operational across the organisation and CPS continues to work closely with St Andrew's to share knowledge for the future.

The project has progressed so well that St Andrew's has commissioned CPS to undertake a number of additional projects. These include development and launch of a new intranet, which is currently in user adoption phase, and help in using Microsoft Dynamics 365 business management software more effectively.

"CPS has done everything they said they would, and we've been impressed by both their technical expertise and their business knowledge," says Adam Clark. "The feedback from our Information and Security team, for example, is that in planning workshops CPS listened carefully to what we

wanted and didn't just give us a generic answer. It was a properly collaborative exercise throughout."

CPS is now providing long term support to St Andrew's. The urgent work with Dynamics 365 impressed the charity's business clients. A competitive proposal has now led to a signed contract to support the suite next year.



Business benefits

- Sensitive data stored and accessed from the cloud with excellent security and governance
- Communication and collaboration with patients and third parties improved
- Flexible and agile teamwork with a single view of the organisation.

A word from the team...

"CPS has become a trusted and cost effective partner who deliver great quality work."

Adam Clark, Non-Clinical Applications Manager,
St Andrews Healthcare



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