

Mission Critical Managed IT Services for **Arthur Rank Hospice Charity**



Arthur Rank Hospice Charity



The Challenge

Arthur Rank Hospice Charity (ARHC) supports those living with a life-limiting illness and those who need end-of life care. In 2017 they made the decision to completely outsource their mission critical IT functions to Xperience, including network monitoring, support desk and services.

By outsourcing its IT to Xperience, staff at the hospice are able to focus on their core purpose of ensuring the patients and families get the care they need and deserve.

ARHC needed a specialist IT service tailored to their needs as a hospice and a fundraising charity. They required a supplier that understood their technology needs and could act fast when needed. Xperience was recommended to ARHC during a chance conversation with the CEO of Thames Hospice, another Xperience client.



Arthur Rank Hospice Charity

Client: Arthur Rank Hospice Charity

Contact: Jenny Tunbridge, FD

Industry: Hospice / Charity

Solutions: IT Services

Arthur Rank Hospice Charity was the brainchild of Dr David Bratherton, a therapeutic radiologist and it admitted its first patient in 1981. An extension – The Bernard Reiss Centre, was opened in 1995 and the hospice became independent in 2015. On 11 November 2016, it opened the doors to a £10.5m state-of-the-art facility, designed around the needs of its patients.

The Charity needs to secure £8.1m every year to deliver its services free of charge to patients and their loved ones. About half of this currently comes from statutory sources, with the remainder raised thanks to the efforts of the local Cambridgeshire community.



Arthur Rank Hospice Charity



Xperience





The Solution

Phase one was to implement a tailored Infrastructure as a Service, managing all systems and applications including Microsoft Exchange. In this way Xperience are able to provide proactive monitoring of their IT systems so that they are up-to-date and secure.

Phase two was to introduce a managed support desk service, to provide first, second and third line support, where both internal IT, as well as end user issues and requests are covered.

Jenny Tunbridge, Financial Director at ARHC said; "The move to Xperience has been a complete success, we now have a responsive, professional and helpful service. Staff across the organisation have been delighted with the result of moving to Xperience as a provider and the feedback has been excellent. The smoothness of the transition and attention to detail has made my job a whole lot easier."

ARHC employ on-site Professional Services from Xperience, taking two days a month for strategic planning & advice and two days a week for general IT support.

Additional services provided by Xperience includes an asset lifecycle management service which provides equipment inventory with checks on all hardware & software as well as recommendations for procurement.

Cyber Security is also a service delivered by Xperience, which assisted ARHC to achieve NHS patient data security compliance by educating staff in dealing with malicious email attacks and security threats to the organisation.



The Results

Xperience deliver an end to end suite of managed services to the ARHC. The result is a robust IT infrastructure, which keeps patient data secure, integrates a complex fundraising database and is aligned to the charity's website and donor banking process, whilst keeping it's systems monitored and policies up to date.

It provides ARHC with peace of mind, knowing that Xperience are always on hand should they need it.

Jenny stated "The transition to Xperience went really smoothly and they have been very collaborative since we started working with them. Xperience respond very quickly & they are good at finding a robust solution to any problem."

Jenny added: "Xperience are also able to convey quite complex IT in very plain language and make it easy for us to understand. I would unhesitatingly recommend them. They are professional & really easy to work with and also very efficient. They really do believe in customer service."

"Our previous support arrangement was not working for us. Xperience gave us a completely bespoke solution and their customer service is fantastic. I would recommend them without hesitation."



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www.xperience-group.com

enquiries@xperience-group.com

