

## Case Study:

**Sector:** Healthcare  
**Category:** IT Project & Outsourced IT Support

### The Issues

Apple is famous for saying *'When technology gets out of the way, everything becomes more delightful.'*

Unfortunately for the Intensive Care Society (ICS) they were finding their IT system was most definitely getting *in* the way!

An over specified authentication system had the 8 full time employees logging into the system using a card pass, up to 10 times each day. Add to this an expensive 'Cloud' based server & poor dedicated IT support, where just fixing a printer was a major task & IT was not just 'in the way' for 20% of the time but consuming nearly 3% of annual income!



### The Strategy

Winning a competitive pitch, Greencorn assessed whether the vogue for cloud computing & associated storage & data transfer fees was appropriate for ICS. Their prognosis was to sever ties with the expensive, unresponsive provider & bring IT back in house.

ICS simply didn't need now or in the near future the type of system they had been sold.

### The Actions

The trickiest part of the operation was managing the severance from the old provider. However Greencorn are experienced & very patient. By building this into their schedule, all membership records & data were safely transferred to the new in house server in line with the detailed project plan.

A schedule of selected PC upgrades completed the project & an IT Support package agreed.

### The Results

IT now accounts for less than 1.5% of income, a 50% reduction. If a shared printer goes offline, a quick call to Greencorn & it's fixed. By keeping detailed records of every client system, the approachable Greencorn technicians can quickly access the required solution.

Remote access is greatly improved, software updates are seamlessly completed & IT has most definitely *got out of the way* at ICS!

Visit ICS at <http://www.ics.ac.uk/>

*'We provide the highest quality of critical care for patients & for the last 3 years, Greencorn have provided the same for our IT.'*

**Pauline Kemp**  
Head of Secretariat  
Intensive Care Society