



“We have seen improvements across various areas in the organisation as a result, but crucially, this system has streamlined our referral process.”

Jane Boland, Head of James' Place Liverpool and Clinical Lead

HIGHLIGHTS



Dynamics 365 provides a scalable platform to support future growth plans of opening new centers across the UK



Real-time insights into data, facilitating decision-making

A Bespoke Solution to Support James' Place: A Suicide Prevention Charity for Men

The challenge

James' Place operated with disparate systems and data silos, making accessing information difficult, manual, and time-consuming. Due to the absence of a centralised system, standardising processes proved challenging. Reporting capabilities were limited, and there was no way to gain a real-time view of key data. Additionally, the manual and inefficient process of sending surveys to clients further compounded operational inefficiencies.

The solution

Pragmatiq created a bespoke solution, focused on referral management. D365 Customer Voice automates surveys, and a Twilio integration enables text communication with clients. The system eliminates manual data entry, centralises stakeholder records, and facilitates quick access for staff. Session notes are also directly linked to client service plans, improving information retrieval

The results

- Users can now **access all information from one solution** with systemised processes also in place. This also improves the user experience, as the system accurately reflects how they work.
- James' Place now have a **stable foundation for future growth** and evolving needs, supporting plans to expand and open new centres across the UK.
- Management can quickly get **real-time insights** and interrogate data daily, facilitating more informed decision-making and enabling James' Place to get more control of its business operations.

Learn more: [View full James' Place case study on Pragmatiq website](#)