



HIGH QUALITY IT SUPPORT FOR CHARITY



Client: Birmingham Mind

Sector: Charity

Users: 200

About

Birmingham Mind is a mental health charity established in 1962 and affiliated with the national Mind network. It's dedicated to promoting wellbeing and recovery by providing high-quality, person-centred services, including residential care, supported housing, and community support. Its mission is to empower individuals to live meaningful lives and challenge the stigma around mental health.

Summary

Birmingham Mind has partnered with Technical Drive for three years. Initially, they sought a provider to deliver high quality IT Support, guide their migration to the cloud and offer proactive strategic direction on technology. Projects have also involved Cyber Security protection, Wi-Fi across their 5 branches and a bespoke helpdesk ticketing system.

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Technical Drive have always been fantastic and support us with whatever we need, despite our 'nuances'! Their proactive support and strategic guidance has been invaluable to our team. We're delighted to have Technical Drive as a strategic partner and are excited to continue building this collaboration into the future.

**IT Manager
Birmingham Mind**

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Case Study: Birmingham Mind

Technical Drive has built a strong partnership with Birmingham Mind which allows their team to concentrate on delivering exceptional care and support. We're proud to actively participate in their fundraising initiatives and contribute to their mission.



Challenge

Birmingham Mind's previous IT provider was unresponsive with any downtime potentially jeopardising their ability to deliver vital care.

Required an IT partner to collaborate with Birmingham Mind's internal IT team, offering additional support, expert guidance and strategic direction.

Holding confidential information, charity organisations are frequently targeted by cyber criminals. Birmingham Mind wanted to ensure that their systems, data and staff were fully protected against potential cyber threats.



Approach

We conducted a full audit of their IT environment and their processes to deliver a structured migration to Microsoft SharePoint. This was combined with responsive and proactive IT Support.

We deliver monthly analytical reports and hold regular meetings with a dedicated Account Manager. To support their internal IT team and streamline workload management, we introduced a tailored helpdesk ticketing system.

We have implemented and managed a range of advanced cyber security solutions. Our team worked closely with them to help them obtain their Cyber Essentials certification.

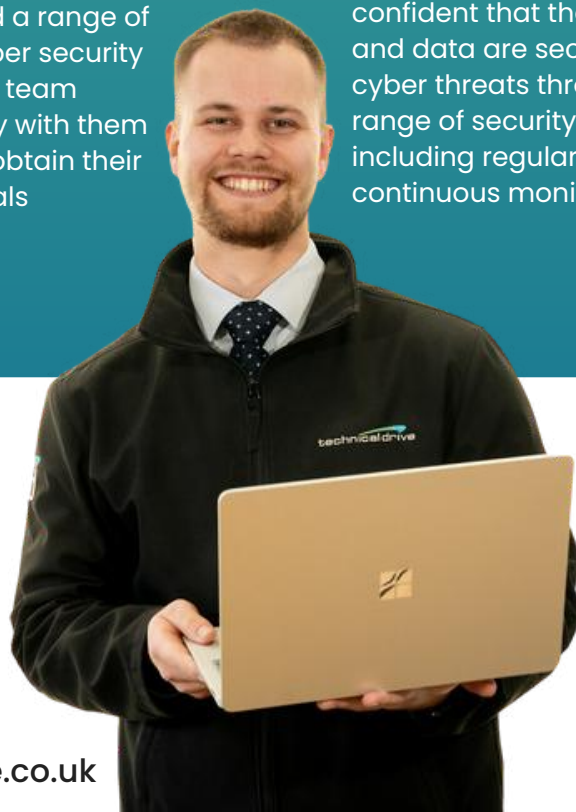


Result

Birmingham Mind now has a secure, cloud-based platform supported by fast, expert IT assistance. This has improved collaboration and reduced downtime for their team.

Birmingham Mind now benefits from clear visibility into IT performance through monthly reports, proactive guidance and a bespoke helpdesk system.

Birmingham Mind can be confident that their systems and data are secure against cyber threats through a robust range of security measures including regular patching and continuous monitoring.



READY TO START?

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Arrange a free consultation today

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