



CLIENT
**St John
Ambulance**

INDUSTRY
**Charity,
Healthcare**

SERVICE
**Digital Transformation and
Microsoft 365**

St John, Guernsey's local healthcare charity, partnered with Zenzero to replace manual processes with digital solutions that save time and improve efficiency.



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Digital Transformation

Modernisation of business operations through automated timesheets, rostering, scheduling and payroll processes. Replacing manual and paper-based workflows.

Microsoft 365

Migration to Microsoft 365, including Exchange Online, Teams and SharePoint, creating a secure and collaborative cloud workplace.

OVERVIEW

St John has been active in Guernsey for nearly a century, supporting the island community through emergency ambulance services, medical cover at events, marine ambulance, healthcare supplies, youth programmes and training. With staff and equipment often making the difference between a life lost and a life saved, efficiency and operational resilience are crucial to the charity's mission.

CHALLENGE

St John's systems relied heavily on manual processes, from physical timesheets that required manual data entry to rostering managed through spreadsheets. These outdated methods created inefficiencies, risked human error, and consumed valuable administration time that could otherwise be spent on frontline services. The charity needed a partner who could help them modernise, automate and future-proof their processes.



SOLUTION

Zenzero introduced a Digital Transformation Retainer, providing St John with ongoing access to expert development and consultancy for a fixed monthly cost. This model allowed St John to prioritise projects, plan ahead with clear roadmaps, and ensure predictable costs.

Within the retainer, Zenzero developed a bespoke digital timesheet application, replacing the paper-based system. The new solution has saved St John's administration team approximately four days per month in manual processing, while delivering instant access to scheduling and payroll data and eliminating the risk of manual error.



We know the right expert is always at the other end of the phone if we need them. It's great having that continuity. The benefit of outsourcing means we have the ability to call on the right expertise at the right time, we can always draw on the skillset that we need.

Garry Collins

Administration and Finance Manager, St John



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Results

To modernise the way St John works, Zenzero delivered a complete move to the Microsoft cloud. We rolled out Microsoft 365 Business Basic across the team, giving every user secure, browser-based access to familiar Microsoft apps from any location or device. Their email was migrated to Exchange Online, retiring legacy infrastructure and improving reliability, security and resilience. We deployed Microsoft Teams as the hub for everyday communication and, together with SharePoint, gave the organisation a single, secure home for its files, replacing scattered local storage with centralised, permission-controlled document management that makes collaboration effortless. With these strong cloud foundations in place, St John has also invested in Microsoft 365 Copilot licences, positioning the team to unlock AI-driven productivity and do more with less, all built on a secure, well-governed Microsoft 365 environment.

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