

# CPS HELPS CARERS TRUST AND NETWORK PARTNERS REALISE 'ONE ORGANISATION' VISION



Carers Trust is a major charity for, with and about carers. It works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems. It does this with a UK wide network of quality assured independent Network Partners and through the provision of grants to help carers get the extra help they need to live their own lives.

## The Challenge

Improving support for carers by aligning UK wide partner services. Carers Trust was facing a major challenge. It needed to find a way to streamline and improve communication with and across the Carers Trust network. As an established Microsoft customer, Carers Trust was aware that its Dynamics 365 and Office 365 technology could help it work as one organisation. The issue was whether it had the ICT resource to support this transformation.



### Location

London,  
United Kingdom



### Industry

Charity



### Products

CPS Managed Support  
Services, Dynamics 365,  
Office 365, Microsoft  
Teams

## Managing Resources

The ICT department provided day-to-day support to 80 staff at Carers Trust. With new projects in plan and extra pressures from GDPR regulation, ICT needed to find a more effective way to communicate with and across the Carers Trust network.

*"We were using a range of methods to communicate with our Network Partners, including email," says Head of ICT, Tim Cornish. "We knew we needed a better solution which supports collaborative working and allows best practice, resources and innovation to be shared. We knew what the problems were, but we didn't have the resources to fix them."*

Carers Trust recognised that a new strategy was required to drive better collaboration across the network, optimising the Microsoft Office 365 and Microsoft Dynamics 365 estate. As a charity, the solution had to meet the budget available. The strategy could only be implemented by carefully managing its ICT investment and resources.

CPS had been helping Carers Trust for 18 months to implement its Microsoft solutions. Convinced that CPS had the depth of Microsoft expertise required, and could deliver what the charity needed within budget, Carers Trust appointed CPS as its strategy partner.

## Three Phase Approach

The first requirement for CPS was to release ICT resource from the burden of day-to-day support in order to focus on the new strategy. CPS Managed Support Services enabled that with onboarding and help desk provision, system monitoring and technical support across the Microsoft solutions estate.

The results from this 'stabilisation and optimisation' phase were impressive. The CPS team removed much of the administrative burden from the inhouse department, and significantly improved systems performance. Some 99% of service desk tickets were now responded to within an hour and CPS's active monitoring service regularly identified and resolved network issues before they impacted users.

The second phase was to create an IT vision and strategy for the future, underpinned by a carefully costed technical specification and migration plan. The main driver of the strategy was a strong commitment to improved collaboration with and between partners. That meant relevant information could be shared and intelligence gathered to ensure carer support is well targeted and finetuned across the country.





Leveraging its Microsoft skills, CPS helped Carers Trust develop a knowledge hub where partners can share documents, toolkits, policies and branding guidance. An extranet portal gives partners access to the Trust's SharePoint environment. The portal has subsections so that different types of partner users can get relevant information and news stories. There are also plans to develop pop up workspaces for the Trust and partners to collaborate on specific projects, using the flexibility of Microsoft Teams.

This evolving comprehensive and dynamic digital workspace gives the Trust and its partners the opportunity to deliver a consistent and effective 'single organisation' interface with carers.

Once the Vision and Strategy phase is completed, CPS will work closely with Carers Trust on the implementation and migration phase. It will ensure that the business, compliance, security, and technical outcomes are delivered seamlessly, on time, on budget and in full. The Trust says it is confident that CPS's consultancy and Microsoft technology expertise will deliver a cost effective IT infrastructure to meet its needs, now and into the foreseeable future.



A word from the team...

"With CPS Managed Support Services, we have a team of specialists that give all our staff great confidence, and CPS's work on our vision and strategy has been superb. They are really nice people to work with, down to earth, and understand business processes and the charity sector. Many of our people aren't technical, and it's great that CPS seems to be so sensitive to that."

Tim Cornish, Head of ICT.

## | Business Benefits

- UK wide separate organisations are collaborating to provide carers with the best and most suitable support.
- New functions can be added over time without increasing investment in infrastructure because the strategy is cloud based.
- Outsourced support enables in house ICT expertise to be leveraged for strategy and future projects and delivers improved performance.
- Strategy is based on proven Microsoft solutions with expert CPS support.



## | A word from our team

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CPS's depth of expertise has proved invaluable in enabling us to achieve our aims against very tight financial and resource constraints.

Judith Wilson  
Director of Corporate Services

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### The Results

Improved collaboration with delivery partners so all work as one organisation. Better intelligence about clients enables more effectively targeted support. Underpinned by an optimally aligned and carefully costed strategy.

## For More Information



Get in Contact  
[hello@cps.co.uk](mailto:hello@cps.co.uk)



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