



## St Andrew's Healthcare transforms IT Services with Advanced

### Background

We at St Andrew's Healthcare are a charity that provides specialist mental healthcare for patients with some of the most complex, challenging mental health needs across the UK. As a team, we develop innovative ways to assist patient recovery. At any one time we care for around 900 patients, with about 90 per cent coming from the NHS.

Since being established in 1838, we have grown to employ more than 4,500 people across four locations. Our charity has four core values: compassion, accountability, respect and excellence – CARE.

### Before Advanced

Prior to our relationship with Advanced, we had outsourced our IT Services for five years to enable us to focus on our core services. In order to prepare for the digital era, we needed the ability to scale for future growth, and to find a partner with knowledge of the latest technology such as Platform-as-a-Service (PaaS), Software-as-a-Service (SaaS) and Cloud. Advanced has demonstrable experience in all of these areas, which made them a strong potential partner for us to consider.

**Rob Bing, our IT Service Manager at St Andrew's Healthcare, explains,** *"Of the 86 vendors we considered, we saw Advanced as sector experts. It was also a cultural fit for us in lots of different areas. For example, our previous vendor was very small, Advanced is big enough to support us should problems arise."*

For us, the digital agenda is about getting the right flows of information into our wards – we see Advanced as a strategic partner for that.

We needed a project that would allow us to get data into the hands of clinicians. We wanted to become a more proactive organisation, rather than reacting to patient care, through streamlined technology.

Having the right amount of digital intelligence readily available is crucial in our reinvention of care-giving. **Rob continues,** *"Cloud is a huge driver for us and where we want to go. This agenda to move digital isn't about trying to replicate a previous solution but creating a new strategy and discovering where we want to go. Now when we look at new services we think, how this will integrate with the Cloud? When we are assessing technology we approach it based on Cloud first, virtualisation second and on premise third."*

### What we needed

Our board of directors were looking to form a partnership where the provider will enable us to take a major step in terms of IT capability. Our goal is to reshape healthcare going forward using technology to our advantage and allowing us to recharge and innovate our processes. As a fast-paced organisation, we knew we needed new capability from day one. A key outcome of this project was the desire to enhance the quality of care we provide. Although we're passionate about innovative technology and the capabilities we can begin to implement, we knew that the transition had to be steady for our patients and employees.



### Client >

St Andrew's Healthcare

### Sector >

Health and Care

# St Andrew's Healthcare

## Why Advanced

Advanced offered us a company with highly professional IT Services that we had assessed independently with a third party. With such a strong record of accomplishment, we knew that Advanced had the capabilities and market experience to facilitate our next steps in digital transformation.

The Advanced team were able to provide us with total service management/life-cycle management to keep our estate up-to-date.

Additionally the expertise and experience within Advanced mean they have the ability to help and guide us through future transitions – for example to the Cloud. We see the Cloud taking away a lot of the pressure from service because things like security are dealt with by the third party.

At present, Advanced manage all the business-critical services our charity requires. This includes jobs from desktop to data centre, 24/7 hosted infrastructure management – initially on dedicated infrastructure – with backup and disaster recovery services.

*Rob comments, "We are moving forward to meet growing and more complex demands with a provider that can both scale to meet those needs and provide the level of professionalism needed within this marketplace. The team at Advanced were an important factor for us in partnering with them. We really like that they always make time for us."*

## Collaborative approach

Advanced's approach to collaboration really stood out to us. From the very beginning, we could tell they were clearly listening to us. Advanced's

immediate focus was on mitigating risk for us in the areas of external security threats.

*Rob adds, "The knowledge and capabilities that the team at Advanced have are world class. As a charity, it was really important for us to partner with someone that understood what we needed and Advanced did just that – they understood our vision."*

The next phase of our partnership with Advanced will encompass a full change management plan.

We will implement three key areas to deliver further positive change through digital transformation - empowering staff with mobile technology; supporting patients with tools to help their therapy and access to friends and family; leveraging the 'Internet of Things', providing external suppliers with secure access to reduce costs while protecting the core systems.

*Greg Ford, Managing Director, IT Services at Advanced, says, "As a forward-thinking mental healthcare charity living in a digital world, St Andrew's has recognised the importance of reimagining its organisation in order to meet staff, patient and regulatory expectations."*

## What Advanced means to us

For us, Advanced is truly an original organisation that really works with you to understand your needs and create an innovative and unique solution - not only for us and our patients today, but also for the future of St Andrew's.

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Greg Ford >  
Managing Director, IT Services >  
Advanced

## More information

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