

# Business Critical IT Move

## Working with SCIO Healthcare to bring their IT Services and Support back to the Island



### SCIO Healthcare – Quality Nursing Homes

Scio Healthcare aims to provide its clients with a secure, relaxed and homely environment in which their care, well-being and comfort is of prime importance. They strive to maintain the dignity, individuality and privacy of all clients within a warm and caring environment.

SCIO Healthcare has grown from just one home in 1994 to 3 homes and 17 associated cottages for independent living. SCIO accommodate 135 clients and employ over 200 staff and provide intermediate care for NHS patients recovering from surgery prior to them returning home.

Across the group there is a significant back office function and a smoothly functioning IT system is essential for SCIO to be able to deliver high quality care efficiently.

***“They did what they promised and did so in a way that caused minimal disruption to our business...”***

**Mr. Morris Flux, Chairman – SCIO Healthcare**

### The Challenge

For many years SCIO had used a company based in Leatherhead to host their server and provide specialist software and IT support to their Care Homes across the Island.

Increasingly, the delays in getting support remotely and across to the Island for SCIO’s operations began to be an issue; the cost and delays in responses looking unreasonable especially in busy holiday periods. This led SCIO to consider if they could in-fact get a better service and better value from an established Island based provider of IT Service and Support.

With SCIO’s accounts department in Ryde, offices in all 3 Care Homes plus over 20 PC’s and the need for Directors and Care Managers to access vital information from the servers from their homes there IT infrastructure for SCIO was not straight forward. Added to this was the need to provide and commission a new server and transfer data from the current server; all requiring an IT partner that had the

knowledge, depth and breadth of resources and experience to support what was a critical move that had the potential to be very disruptive to business if not managed well.

### The Solution

After a review, SCIO interviewed 2 local companies but were immediately impressed



by PC Consultants; who came to them already highly recommended.

As Morris Flux – Chairman comments: *“We liked the people and they took a patient approach to fully understand our issues. They seemed to fit in easily with the way we work and adapted to our schedules which is not easy in a 24/7/365 days a year business.”*

PC Consultants sat down with the Scio team and planned out the whole process, initially taking a full audit of key assets to deliver a proposal for the move which included liaising with the old provider to minimise potential difficulties. Within this BT Infinity lines were used to established Ultra-fast connections between the 3 care homes, offices and other key locations.

A dedicated team of 3 made-up the project team from PC Consultants who worked closely with senior management at SCIO and took time to explain the project to staff and answer any individual concerns throughout the project.

**PC Consultants** - a company dedicated to defining ‘Best Practice’ in IT Service and Support

## Case Study Business Critical IT Move

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A new server was configured, provisioned and fully commissioned by PC Consultants which included the specialist software migrated from the old server in Leatherhead. A move that was transparent and designed by PC Consultants to result in no downtime for SCIO operations.

Using the new BT Infinity lines seamless communications were set-up between the 3 care homes, offices and other key locations. Further enhancements were introduced through the migration which included setting up mobile phones and mobile devices to include e.mail.

### The Benefits

As Morris Flux, Chairman of SCIO Healthcare adds: *“They did what they (PC Consultants) promised and did so in a way that caused minimal disruption to our business; the PC Consultants team were all experienced, knowledgeable and worked well with our staff to patiently explain the project and answer their individual concerns. Backup has been as required, it is prompt and cost effective and we could not have asked for more.”*

The whole migration project was completed without issue or interruption to SCIO or its clients across the 3 Care Homes.

Due to the time taken by PC Consultants with senior management and staff, support for the move was strong with high user acceptance across the organisation.

Enhancements introduced from Ultra-fast BT Infinity lines through to e.mail access from mobile devices further enhanced the overall benefits of the move and provided a seamless solution to SCIO. Behind this PC Consultants’s 24x7x365 support arrangements, which are a standard part of their work with all clients more fully supports SCIO operations throughout the year.

By working closely with SCIO Healthcare and taking time to understand the needs across the organisation PC Consultants worked hard to support the decision made by SCIO to move IT Operations back to the Island.

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***Backup has been as required, it is prompt and cost effective and we could not have asked for more.”***

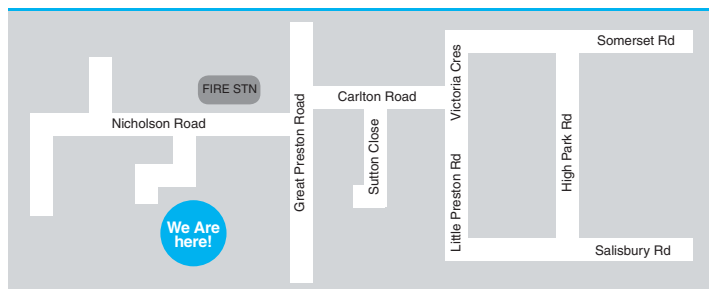
***Maurice Flux, Chairman - Scio Healthcare***

### About PC Consultants

PC Consultants is an award winning company that has led the IT support industry on the Island for over 20 years. Providing direct access to engineers who triage all support

calls plus no tie-in agreements and 24x7x365 support as standard. PC Consultants provide a service that is flexible and cost effective to meet the needs of any business and budget;

from their ‘walk-in’ on-demand workshop in Ryde Business Park to fully tailored on-site IT Support delivering a support service built around you.



### PC Consultants

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