



## Sue Ryder

Sue Ryder is a charity that provides incredible hospice and neurological care for people facing a frightening, life-changing diagnosis.

The organisation provides approximately 2.7 million hours of care to thousands of people every year, operating from 7 Hospices and 5 Neurological units, 4 offices, and 460 Retail outlets and Regional offices employing approximately 3000 staff and 11,000 volunteers.

The charity has experienced growth in recent years. Supporting this growth from an IT investment point of view is particularly challenging as Paul Fitzpatrick confirmed; “Getting best value for money is not as simple as it sounds, from an IT point of view we need to invest in future-proof technology with partner vendors we can trust to deliver on-time and at a reasonable cost”.

### The Challenge

The challenge was to find a solution to support Sue Ryders’ agile service model that would eventually incorporate an enterprise Service Desk. It was clear from the start that a priority would be the acquisition of an effective and scalable ITSM system to support the service framework and ongoing delivery of IT support to the organisation.

“The IT department was being re-built we had no metrics, so we could not measure how we were doing” explained Paul.

The business case for a modern IT Service Management (ITSM) tool was an intrinsic part of the process and accepted by the Executive

Board. The application would underpin hybrid ITIL and Agile processes without requiring expensive external training or external consultants to configure the system. Once again, the importance of achieving ‘Best Value’ was emphasised and set out that it was absolutely essential that Sue Ryder identify a product that could be easily configured to meet their needs and was future proof in terms of industry standards. In short they were looking for a vendor they could work with and trust.

The charity had already decided on a cloud based solution and was looking for a vendor that could deliver a secure platform with proven uptime to support the many locations and staff on the move.

### The Solution

Sue Ryder went to the service desk market and considered all main vendors. After reviewing the core offerings and pricing structures it was clear that Simplisys was a significant contender. Paul Fitzpatrick said “The decision was quite straightforward. Sue Ryder liked Simplisys from the start; the representatives were clearly very experienced in the industry and knowledgeable about the product. Above all they were attentive, answering all our questions in a professional manner and showed a real interest in addressing our issues; we knew from the start that this was a company we could work with and the solution represented excellent value for money”.

In arriving at their decision, the Sue Ryder team felt that Simplisys demonstrated some particular



strengths when compared to their competitors including:

- Clear, uncomplicated and consistent design throughout all areas of the system leading to ease of use.
- “Simply Smart” technology enabling automation via Business Rules and Workflows
- Configurable AD and Email integration out of the box.
- Support for multiple email boxes and custom email templates for each action.
- Dynamic, interactive and configurable personal dashboards.
- Dynamic Knowledge Management enabling more calls to be closed at first contact.
- Comprehensive management reporting including trend analysis. Real-time statistics as and when required.
- Service level management through ticket lifecycle including third party SLA tracking.
- Customised Self Service Portal – an extension to the corporate website, enabling staff and volunteers to view the status of calls, update existing calls and add new calls with dynamic knowledge management (FAQ’s, How Do I’s).

Another important factor for Sue Ryder was flexibility in terms of the license models, deployment options and payment plans. Simplisys is a web-based application available as a service (SaaS) or as an on-premise installation.

### The Result

After going through such a vigorous selection process Paul Fitzpatrick (Service Manager) was asked if Simplisys had lived up to expectations:

#### What do you think of Simplisys post Go-live?

“The system has been live for over 18 months, the product just does what it says on the tin. Ongoing support and updates by Simplisys make it an easy and effective application to live with. In fact it has been so well received we are realising our vision to extend the scope of the application from an IT service desk to an Enterprise wide service desk. We have managed this by leveraging the powerful Roles and Permissions functions built into the solution. Simplisys is fast becoming a business critical application”.

#### Has the Support service lived up to expectations?

“Yes it has, we get regular system updates as part of the service. We have found that many of the ideas we have put forward have been included in the system, demonstrating that Simplisys listen to us and take our views seriously”.

#### Would you recommend Simplisys to industry colleagues and friends?

“I have used many ITSM solutions in my career and none in my view compete in terms of value for money so yes I would recommend the system”.

For information on how Simplisys could help your organisation call 01275 240500 or email: [sales@simplisys.co.uk](mailto:sales@simplisys.co.uk)