

# Case Study: HEALTHCARE



Workspace

## WHO

- National Healthcare provider
- Urgent care centres across the UK
- Deliver care services to over 4.5 million patients
- 5 companies within Group
- Circa 2000 users

## CHALLENGE

- Expansion of business through acquisitions had resulted in disparate workforce
- IT team supporting users from new companies post-acquisition
- Sought to improve efficiency for mobile support team and cut down travel time between offices across the country
- Wanted to achieve more face-to-face support presence by joining up the offices via video conferencing
- Extremely budget conscious

## SOLUTION

- Servium met with key stakeholders to discuss functionality and benefits of new cloud solution from Zoom
- Evaluated suitability to business' environment
- Servium originally proposed solution bundle, but due to budget customer chose greater functionality with fewer licenses
- Rollout conducted across 15 rooms in Head Office
- Supplied all technology to site, from cameras to iPads, and provided all service licensing
- Led demos on Zoom functionality to train staff on solution
- Rollout taking place over the next 6 - 8 months for remaining 13 sites

## BENEFITS

- Time and cost savings due to reduction in the need to travel between sites
- First line support now provided remotely reducing time to fix
- Support company-wide now much easier thanks to face-to-face video conferencing functionality

## WHY SERVIUM?

- Strong engagement with Zoom throughout process
- Valued relationship with customer
- Negotiations with Zoom resulted in welcomed cost savings
- Orchestrated valuable video conferencing training

# Servium

