

Working with the wrong provider can create its own headaches – finding the right one can repay you tenfold.



Setting the issues of cost and technical competence to one side, a provider that lacks a strong service ethic can generate unnecessary problems for its customers, adding stress and extra responsibilities on top of an already heavy workload. The team at Old Hastings House care home found it paid to find a partner who put their needs first.

Challenges

Manager Jason Denny sees technology as a way to offer a better service for residents and their loved ones. It's a mindset that puts the home out in front within their sector. But, early on, finding the right provider was a stumbling block to his vision. Lack of response and communication were the chief obstacles. While IT infrastructure was high on Jason's agenda, it was draining precious time that he could have spent engaging with staff and residents. Plus, service levels weren't reflecting the high costs he was being charged. He felt both day-to-day needs and long-term aspirations for the home were deemed a low priority. There were technical problems too. Their server wasn't up to the job, computers were running slowly, and connectivity was dropping in certain areas of the home.

Old Hastings House

Based in Hastings, Old Hastings House is a 60-bed residential care service for older people, some of whom have dementia.

Challenges

- Unsatisfactory customer service from a previous provider
- An inadequate server and unreliable connectivity

Solution

- Upgraded servers
- Improved connectivity throughout the home
- Invested time in understanding the unique needs of the business
- Providing dedicated support

Results

- Instant and consistent access to their records database
- A system that runs itself and requires less time input from staff

Solutions

Jason sought to remedy the situation by engaging a new, local supplier that he could work with as a partner. Beaming came out top in the selection process, and we set about proving our worth. We invested time learning about the business and assessing the home's infrastructure. Next, we helped them by upgrading to two new servers to fully support their electronic care planning system. Our recommendation to install individual servers for public and private traffic makes fault finding much faster. We also enhanced connectivity speeds and reliability by increasing the number of access points. But most of all, we're on call when they need us, and we've worked hard to build a good working relationship. Jason expands: "One of the problems dealing with certain technology companies is that you need a jargon-buster. Our main contact, Graham, is a very clear communicator, and he's really understood our service."

Results

The improved connectivity has made Jason's vision a reality. The digital database is transforming the day-to-day running of the home. Residents' notes are instantly accessible, and they can use Skype to stay in touch with loved ones overseas. In terms of ongoing support, Jason explains how we provide the kind of service he needs. "When one of our servers did go down, Beaming knew about it before we did. Graham dealt with it quickly, and he worked beyond his normal hours to try and resolve the situation on the same day. Discovering a hardware issue, he contacted the supplier, but, initially, they came back with a disappointing response time. Not satisfied, Beaming's CEO got involved and was able to expedite the delivery of the replacement part. It's a good example of Beaming's responsiveness, but, more importantly, it shows they understand the needs of our business."

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When I took over the home, having effective IT infrastructure was one of my five top priorities. Now it's not something I really have to think about, and that's because the situation is seamless. We can go a long time without any issues at all – the system's looking after itself.”

Jason Denny,
Manager,
Old Hastings House



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