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Summary

Client

ABL Health Limited

Industry

Healthcare

Size

300

Internal IT Team

1

Support

Full Support M-F 9-5, 3rd Parties, Projects, Strategy

Since

2016



The Client

ABL Health are committed to reducing health inequalities and promoting healthy behaviours through community driven services. Making people healthier and happier for longer is at the heart of everything they do.

They've engaged over 50,000 clients through their service

80.6% of clients from 40% most disadvantaged areas.

They co-produce services with communities, adopting a place-based approach across all their services

Initial Requirements

Full IT Support wrapper, Monday to Friday 9-5 to replace the previous incumbent. As a rapidly growing company ABL didn't have a true fully fledged support function to match their growth and CMS were brought in to provide this. CMS were also tasked with migrating ABL to Microsoft 365 and implementing a SharePoint site to improve business functionality and processes.

Project Work Thus Far

ABL Health have actively participated in the delivery of a full IT Roadmap, whereby we deliver key solutions in a planned timeframe to meet cyber security requirements:

- Full 365 Migration & SharePoint
- Cyber Security
- Network infrastructure
- Disaster recovery

Feedback

Ben Hopkins, BI & IT Lead at ABL Health Ltd

Would you recommend CMS Group?

“Yes, their support has been invaluable to the organisation, and I would certainly recommend them.”

Why were you looking for a change, and why did you choose CMS Group?

“CMS were already our support provider. However, we have gone through re-contracting and stayed with CMS as their support has been satisfying.”

How would you describe the CMS Support offering?

“The support is great, CMS are happy to work with us to support where needed and are proactive in trying to improve the solutions we have in place.”

How has using our solution been so far?

“It has been excellent. Knowing that help is on hand whenever it is needed is reassuring, and CMS are more than happy to assist where they can.”

How do you find the communication with CMS?

“The communication is really good. We have a dedicated service desk, a Senior Service Desk Engineer, and a very responsive account manager should we need it.”

What results have you seen?

“Not only have we moved with the fast-paced IT world, but we have also seen improvements in our IT in all areas including security, infrastructure, and management of equipment, with plenty more improvement projects underway.”

How has CMS's product benefitted you and your team?

“With the size of our organisation, the in-house team alone could not support the company and so CMS' support is invaluable. Along with being pleasant, helpful, and knowledgeable, they strive to improve where possible so that both of our organisation's benefit.”

Do you have any feedback on any project work which has been completed so far?

“We have had numerous projects completed with CMS, all of which have been completed successfully and within the timescales that suit us. The support provided not only during the projects, but also post-project, has been excellent.”