CASE STUDY

Supporting Marie Curie with scalable, cost-effective IT services

About Marie Curie

Marie Curie provides care and support to more than 50,000 people living with terminal illness each year. With nine hospices, around 2,700 healthcare professionals, and a large volunteer workforce, the charity relies on a responsive IT infrastructure to deliver essential services to patients and families.

Our partnership

ESP Global Services has supported Marie Curie since 2016, delivering consistent, scalable and trusted IT services that align with the charity's operational goals and tight budgets.

How we support Marie Curie

ESP provides Marie Curie with a complete, flexible IT service model that combines:

- A 24/7 Service Desk based in Reading, UK
- Onsite support from qualified engineers across the UK
- Specialist technical advisory services for complex challenges

This blend of responsive service, expert guidance and local presence ensures Marie Curie staff receive the support they need, when they need it. Positive feedback from users reflects this impact.

24/7 Service Desk - Reading, UK

At the centre of the partnership is a dedicated IT Help Desk handling more than 40,000 tickets annually across hospices, offices and remote workers. The team is regularly praised for its friendly, responsive and professional approach.

- Remote assistance, onsite support and expert advisory services
- Regular positive feedback on the team's friendly, responsive and professional approach

One Marie Curie team member commented: "*ESP understood how much we rely on data/internet for patient safety, etc. Invisible heroes who help us run the services smoothly*".

Making every pound count

- Charity pricing on ServiceNow IT service management
- Discounted equipment sourced through ESP's supplier network
- Funds freed up to focus on frontline care

Asset management for a dynamic workforce

- Full visibility of devices through ServiceNow's configuration management database (CMDB)
- Structured asset lifecycle management covering staging, configuration, distribution, recovery and redeployment
- Nationwide distribution and proactive tracking and retrieval of IT equipment loaned to temporary and volunteer staff, ensuring minimal loss and maximum reuse of assets

Standardising for scale and efficiency

- Consolidated procurement processes and approved device types
- Easier onboarding, simplified support and smoother upgrades (including Windows 11 migration)
- A streamlined IT environment that evolves with the charity's needs

Another great outcome

ESP's partnership with Marie Curie has created a high-performing IT service that is measurable, transparent and under full control. By combining cost-effective solutions with responsive support, ESP enables Marie Curie's teams to stay focused on delivering vital care - while we take care of the IT.