Case Study: **Marie Curie**

ESP helps Marie Curie implement a new IT operating model

Marie Curie offers support and care for individuals and families affected by terminal illness. The charity has around 2,200 nurses operating across the UK, and helps more than 50,000 people living with a terminal illness each year.

Marie Curie's staff are incredibly passionate about what they do. Every element of their operations relies on their IT infrastructure, so they needed a like-minded IT partner to help them achieve the charity's overall vision.

Their challenges

The Marie Curie team had found that its IT provision was not meeting its needs. The charity felt that it could not measure the performance of its IT services properly, which was making it difficult to improve them. A main issue was that Marie Curie's IT infrastructure was being managed by multiple suppliers with little cooperation between them.

The charity wanted to realign services to a single vendor which would better meet its functional and commercial needs in terms of the management of its operations. ESP met Marie Curie's requirement to align our proposal with the new IT operating model to which the internal IT function was being migrated.

> *I would recommend ESP to do business with. They are practical, positive and yet realistic regarding what can be achieved and when."*
>
> Ivan Delany, Director of Technology at Marie Curie

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ESP's bespoke IT solution

We provide Marie Curie with a full IT service desk solution for every part of the charity's estate, including its hospices, handling 44,000 tickets per year. We deliver support in three ways: remote support through our IT service desk, accessible 24/7; on-site end-user support through our team of full-time campus-based engineers; and technical advisory services. Our services are delivered by our on-site full-time employees.

Through our managed services, we are able to action requests from Marie Curie's end users, which we receive through the market-leading ServiceNow tool. We then provide staff with relevant feedback to ensure that the service catalogue and configuration management database (CMDB) can be consistently and accurately maintained. Our team ensures that adequate capacity is available at all times, by managing resource performance, meeting service level agreement (SLA) objectives, and using third-party planning and utilisation. We have introduced an IT disaster recovery plan, and support change management processes in accordance with Marie Curie's framework (recording all change requests, implementing approvals, and reviewing and reporting on their progress). We operate in line with the charity's knowledge management so that communications are transparent and current.

Another great outcome

With an enviable track record in effective transitions, we had three months to integrate our services into the Marie Curie model. The project was a success with a seamless transfer and the implementation of a service provision that could be measured and controlled.

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