

## Case Study - Surrey Care Trust

### Nurturing Skills, Changing Lives



Surrey Care Trust works across trained volunteers to provide practical advice and support, and a range of nature based activities. Their mission is to help people living with multiple, complex needs such as unemployment, poor mental health, and family breakdown. In the twelve months to July 2021, Surrey Care Trust supported over 2,500 vulnerable young people, families, and low-skilled adults across a huge geographical area and in a variety of different formats.

### The Challenge

With over 4,000 sixteen- to twenty-four-year-olds unemployed and nearly 9,000 reported incidents of domestic violence every year (over one incident every hour) Surrey Care Trust has to efficiently, and effectively, deploy their 500 volunteers and 65 staff, most of whom are part time and home based. They therefore required a strong, cost effective, and resilient IT infrastructure with the technology to support their workforce to do their vital work.

*"We felt we required more expertise in Microsoft 365 and Sharepoint"* comments Jackie Bromhead, Finance Manager at Surrey Care Trust. *"We were aware of the benefits of adopting this technology more widely throughout the Trust, but we lacked the expertise, both in-house and external, to get the job done"*.

Utilising Microsoft 365 and Sharepoint would streamline the process of data handling and sharing amongst the volunteer network. More efficient data handling means a more efficient workforce – empowered to do their best in the community. Surrey Care Trust therefore searched for a new IT provider, one that could bolster their Microsoft 365 skills whilst simultaneously providing unparalleled support. The Trust chose Tiva IT solutions, a member of the entrust IT Group, to be that partner.

### The Solution

Tiva were able to provide exactly what Surrey Care Trust desperately needed, a Microsoft 365 environment, coupled with Sharepoint, which would allow their staff to work more efficiently.

*"We were really impressed by the communication Tiva showed, not just through the tender process, but also after the contract was awarded."* continues Jackie Bromhead *"Tiva were clear from the start about what developments we needed and how those would benefit us, they also outlined their process for implementation and what we should expect, so we were never in the dark."*

Tiva meticulously implemented this complex project for Surrey Care Trust, ensuring that strong communication was maintained throughout.

*"With any sizeable project you can expect hiccups. We were prepared for that."* Continues Bromhead *"when they came, we were impressed with how swiftly the team at Tiva dealt with them. As they grew accustomed to a new environment, one member of staff inadvertently deleted some of our new files. The team at Tiva identified this and restored them swiftly. It was a life saver."*



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### The Benefits

Surrey Care Trust now has a modern technology platform to empower their army of volunteers to make a real change in the county.

*"This project has certainly saved the trust money." says Jackie Bromhead "we now save so much time and accessing our work has never been so easy and efficient. We are so glad we made the switch, and so glad we chose Tiva."*

In the future, Surrey Care Trust are excited to leverage their partnership with Tiva to complete the Cyber Essentials qualification. The Trust is also looking to explore their new found abilities in Microsoft 365 to help their staff to collaborate more effectively. Their partnership with Tiva allows them to make that a success.

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**Jackie Bromhead**  
Finance Manager  
Surrey Care Trust



### Summary

- **Efficiency Gains** – Surrey Care Trust were able to utilise the latest technology to help their teams work more efficiently and collaborate effectively.
- **Ever-evolving strategy** – Tiva's partnership with Surrey Care Trust will constantly adapt to their needs and help them to keep on top of the latest developments.
- **Security** – Tiva constantly monitor the infrastructure of Surrey Care Trust against threats
- **Reliability** – Proactive support helps to dramatically reduce the risk of downtime by solving issues before they escalate
- **Communication** – Tiva's service team are accessible all throughout the working week and provide Surrey Care Trust with a helping hand when problems arise.

**Find Out More**

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