

# Case Study



## NETWORK SUPPORT

## Phyllis Tuckwell Hospice Care

### Client Profile

Phyllis Tuckwell Hospice Care (PTHC) is based in Farnham, Surrey and provides care for adult patients, and their families, living with terminal illness across Surrey and Hampshire. They currently have over 400 staff and volunteers in multiple locations using their IT network.



### The Challenge

Net Technical Solutions (NTS) has worked in partnership with PTHC since 2013 providing outsourced IT support to complement the existing on-premise team. NTS were challenged with initially bringing the network up to date and then providing continual service improvement and strategic technical advice to develop a future IT strategy that would allow the organisation to evolve and remain agile enough to flex and grow as required. Never was this more vital than during the coronavirus lockdown in 2020 which greatly impacted the hospice and increased their reliance on IT.

### Our Solution

During the relationship NTS has been able to offer guidance and advice, helping PTHC to develop a robust IT strategy and deliver the long-term vision. NTS adapted its approach as PTHC grew and over time the network has evolved to provide a more agile and secure environment utilising cloud technologies such as Microsoft 365 and Azure, whilst also retaining core infrastructure on site to maintain security and productivity, and minimise downtime.

As the reliance on cloud technology increases so the need for technical support is also growing. The NTS service desk team provide specific technical escalation, 3rd line consultancy and general support to assist the team at PTHC.

Talking about their support Paul Batten, Director of IT and Estates commented:

**“ We rely on Net Tech for their technical expertise and guidance and this has enabled us to set out a clear plan to continually move forward, developing our technology and maintaining strong security and high availability. ”**

### The Outcome

PTHC now has an IT network and support system in place that is in a continual cycle of improvement. The move to more cloud-based consumption proved to be vital during the pandemic and continues to be developed in line with working demands. Over time the relationship has grown into a strong partnership where NTS are viewed as an extension of the PTHC team. More recently NTS has rolled out Multi-Factor Authentication (MFA) across the network, as well as preparing for the move to Azure Virtual Desktop (AVD) to improve the remote working security and experience.

**“ Net Tech has always listened and been willing to adapt and make changes to help our own support environment continue to move forward. Our relationship has developed over time from supplier/customer to become more of a partnership, and we even trust Net Tech to represent the IT Department at Board of Trustees level. ”**

***Our Account Manager is truly the 'right fit' for us and we totally trust them to deliver. It's really worked well, and with their continual help we've been able to build up a strong partnership and carry out our strategy for continual service improvement.***

***We are extremely satisfied with Net Tech's support for our operations. ”***

*Paul Batten, Director of IT and Estates, Phyllis Tuckwell Hospice Care.*

### Technologies and Services Employed

- **Microsoft 365**
- **Microsoft Azure Server**
- **Microsoft Azure Site Recovery**
- **Remote Desktop**
- **Microsoft Azure Virtual Desktop (AVD)**