

Centre For Eye Health

The Centre for Eye Health (CFEH) implemented ASE's on-demand services to streamline their technology for immediate service value and for long term flexibility

CHALLENGE

CFEH raised the following business challenges: Their existing Service and Support contract was up for renewal and CFEH were considering their options. Crucial to their considerations was the management of their data and services, utilising a legacy approach would see CFEH being delivered an inflexible solution that lacked the necessary agility and would pose similar service issues in years to come. CFEH were also looking to reduce the cost of IT for the business without compromising on performance or quality.

CFEH were seeking a genuine technology partner to deliver the following:

- Migrate legacy support services for their business
- Reduce monthly costs through productivity and next generation services
- Provide a technology transformation roadmap with a quality service-level framework
- Deliver productivity initiatives which translate into bottom-line profitability
- Implement a consumption-based operating model for technology where practical

SOLUTION

ASE Ultimate Assist Managed Service. The intention of this service is to eliminate the risks of a traditional service, free up internal resources to focus on new initiatives, whilst delivering elastic and scalable on-demand service delivery immediately and for years to come.

The solution provided a foundation for longer term initiatives, including a broader data strategy and the unlocking of the value of data within the broader CFEH business. As part of the approach, ASE migrated existing services in a phased approach to ensure minimal interruptions to the business.

CFEH noted during initial conversations that they did not wish to be confined to a platform that would limit their flexibility in the future. ASE worked with CFEH in a partnership to develop not only a technology, but also a data roadmap for the business. ASE took on the role of the trusted provider through the implementation of the ASE Assist Managed Service to streamline their day-to-day technology, a unique position where ASE became both adviser and provider to their partners.

The ASE solution embodied their ability to deliver a "one stop shop" and single point of customer accountability across the entire business and beyond for a range of services and technology capabilities. By being accountable for all elements of the solution, ASE drove business value through service to support their customer's needs.



OUTCOME

CFEH, together with ASE, have achieved a reduction in their technology spend whilst increasing the service levels they received. In partnership, CFEH have created a Data Strategy and Roadmap with ASE to allow flexibility to achieve their future business objectives.

As well as exceeding their core objectives, ASE increased CFEH's governance and security of all technology solutions to ensure data and systems are not only safe, but also backed up. This has resulted in the CFEH team now feeling confident in their IT services to perform.

"Every member of the ASE team is friendly and goes out of their way to help. The level of knowledge across the team and their ability to troubleshoot issues has been fantastic. I would also highly rate ASE for the efficiency and communication. ASE have been a pleasure to work with from the very first meeting. Their ethos seems to always focus on finding sustainable solutions and planning ahead which is hugely valued in our area of work."

Sarah Holland | Executive Manager



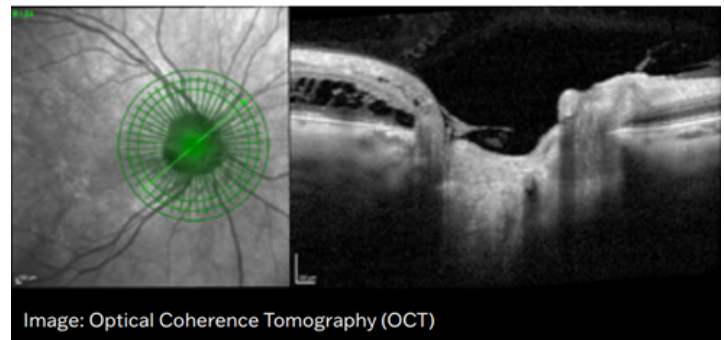
ASK



SOLVE



EVOLVE



The upgrades have also simplified the IT support structure for CFEH. Previously there were multiple parties and numbers to call for support. They now boast a consolidated support structure, with one number to call for any IT support requests.

With the increased security and service, CFEH is now spending less time handling and considering their IT services and can focus on their core business to help their patients.



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