

The Virtual CIO and Managed Service



Trust and Confidence

has been the greatest value provided overall by Smartdesc.

We trust their advice, and if they say they will do something, we have the confidence that they will do it!

Paul Ward, Chief Operating Officer Mind

A robust, secure and scalable IT solution

Background

Mind provide advice and support to empower anyone experiencing a mental health problem. They campaign to improve services, raise awareness and promote understanding. They won't give up until everyone experiencing a mental health problem gets support and respect.

Situation

Paul Ward, Chief Operating Officer at Mind described the situation before Smartdesc became involved as 'very difficult'. *"There were frequent, daily complaints about the IT infrastructure, the system was slow and there had been little investment in IT within the organisation."*

Mind had grown over 20% within a 5 year period and their headcount had increased by 45%. Essentially there was not enough in-house IT skills and expertise to be able to effectively support the organisation. There was also no IT governance or sense of strategy that was required to sustain the successful growth.

Smartdesc was recommended to Mind and they were taken through a strict tender and interview process. They began working with Mind in September 2014.

Paul Ward said; *'It was the 22nd September 2014, I remember the date as we were counting the days to get started with Smartdesc.'*

Solution

Smartdesc initially focussed on getting the basics in place for the 300 + employees by connecting all the systems and ensuring that there was enough capacity to be able to deal efficiently with supporters and donors.

Paul Ward said; *"Within a 3-month period, we went from having 3-4 complaints per day to no complaints."*

Smartdesc designed and set up a new helpdesk with a dedicated approach to customer service, tracking and resolution. This reduced the frustration amongst service users and within 6 months the level of customer service to users was set at a very high standard.

Following the set up of the helpdesk, work began on the more strategic pieces which included, ensuring appropriate technical support for digital projects, an effective approach to disaster recover and business continuity with an emphasis on minimising risk and a robust IT cyber security and resilience programme and IT development and upgrade across 150 retail outlets, reassuring all staff and volunteers throughout the process. Smartdesc implemented:

- A successful IT Change Programme
- An effective CRM solution
- Digital transformation and change programme
- Supporter engagement programme
- GDPR compliance strategy and implementation
- Departmental training
- Comprehensive IT development plan and strategy
- Business continuity, back-up and disaster recovery plan
- Server upgrade and migration
- Cyber security and resilience programme
- Development of a new Helpdesk
- IT development and upgrade across the 150 retail outlets.

Result

A fully functioning IT department supporting over 300 staff, retail staff, supporters, volunteers and donors delivered by a dedicated, trusted, reliable Virtual CIO and support team.

Smartdesc has enabled us to ensure that all of the strategic development is effectively co-ordinated, which has had a huge positive impact on the organisation, especially during some rapid growth.

Paul Ward Chief Operating Officer, Mind