itlab

Complex separation delivered without compromise

Summary:

Client: Cygnet Health Care

Sector: Healthcare Services

Company size: Revenues of £377 million, circa 3,000 staff

Activities: Provider of specialist behavioural health services to 1,300 adults within the UK across 91 services and 88 locations.

Background: In a deal worth £350 million, Cygnet Health Care agreed the acquisition of Cambian Adult Services (CAS) from the Cambian Group. The acquisition involved the transfer of 3,500 people and 88 sites to Cygnet, necessitating a complex separation and transfer of systems, applications and highly sensitive data. All of this had to be achieved without impacting the day-to-day care of the patients or compromising data protection.

Project goal:

To design, implement and deliver the separation and transfer of the IT systems, data and operation of Cambian Adult Services (CAS) from the shared Cambian Group systems to Cygnet Health Care without comprising the day-to-day care of patients in a complex, clinical care environment.

IT Lab services provided:

Business Performance: data mapping and separation strategy

Cloud & Infrastructure: separated architecture design, build and migration services; programme design and delivery

IT Support: continuity of support services through dedicated service desk

"Patients come first in all situations and ensuring the ability to operate continuously, effectively and securely while undertaking a complex business separation was the essence of the challenge for IT Lab. IT Lab not only helped us complete the transition on time, on budget and without downtime, but they proved to be a flexible, dependable partner that was able to support us fully throughout the process and deliver a successful business outcome."

Tony Romero, CEO - Cygnet Health Care

Navigate:

Defining challenges and opportunities

The key facets of the separation and transition were:

- Devising a TSA (transitional service agreement) compliant strategy for the technical infrastructure separation, data separation, systems separation and systems replication for a 24 x 7 x 365 regulated operating environment with sensitive client needs and data.

- Guaranteeing that the solution met the strict specifications of the TSA and was delivered on time and budget.

- Ensuring that the regulatory needs of the CQC (Care Quality Commission) with regards to patient care and patient data, were upheld at all times.
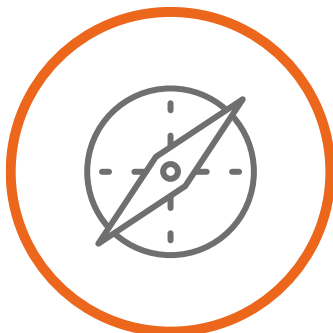
"Whether transitioning the "as is" environment or using the transaction as a catalyst to transform the way an organisation operates, IT Lab has in-depth experience of doing complex business separations," says Peter Sweetbaum, CEO of IT Lab. "There is often a high degree of sensitivity as well as complexity in the clean separation of one organisation into two or one into another. With a mix of strategic enterprise applications and cloud and infrastructure services capability, IT Lab is well positioned to assist with all elements of the process.

In the case of Cygnet and CAS, that process required detailed operational awareness and the sensitivity to work with both buyer and seller on what was a taxing separation and transition in a sensitive patient-orientated environment."

Integrate:

Delivering adaptive technology

To deliver the strategy, IT Lab:

- As primary technology provider to Cambian (the seller), IT Lab created two teams operating either side of Chinese walls to meet the needs of both parties.
- Reconfigured the network to work with the Cygnet Group and deliver the functionality required post transition.
- Reacted swiftly and flexibly to shifts in the project scope due to changing business and legal requirements.

"IT Lab is a long-time partner of Cambian Group, providing and hosting the company's fully outsourced IT services. When Cygnet also selected us to assist with the acquisition of CAS, we quickly and responsibly set up two separate teams to represent each client's interest, maintaining a Chinese wall between the two" says Shaun de Becker, senior account manager at IT Lab. "The fact that we dedicated personnel to those two teams from the beginning to the end of the project meant we were able to offer total consistency and clarity of communications."

Operate:

Ensuring optimal performance

To ensure operational needs were met, IT Lab:

- Provided a 24/7 dedicated support desk and service desk to provide continuity for users following the transition.
- Set up and managed a secure area for data transfer.
- Delivered requisite cloud, hosting and network services to facilitate the transition and to provide on-going support.

"IT Lab delivered exactly what was needed to ensure a successful business outcome – from technology design and architecture, to delivery and execution and on-going support and services. Having helped us successfully transition CAS into the Cygnet environment, we now have a strong foundation to drive that transformation forward."

David Ewing, IT Director, Cygnet Health Care