

# Nugent Care



### About Nugent Care

Nugent Care is a charitable organisation which offers a diverse range of support to adults and children across Liverpool and throughout the North West of England. As a social care provider, and the social welfare arm of the Catholic Church, Nugent Care works at the heart of some of the

most vulnerable and disadvantaged communities. Not only does the charity provide the best possible service to individuals and their families in these areas, it generates interest, awareness and an understanding of the issues they face and the impact of this on wider communities.

### The Problem

**With 800 staff and 450 volunteers, remote working and mobile phone use is crucial to enable employees to keep in touch with colleagues. This is particularly important for lone workers or those working from the homes of service users. For safety reasons, these staff members must be easy to contact.**

**Before partnering with Intercity, only a small number of managers had mobile phones and 70% of staff did not have access to email. Contacting employees who were working off site was therefore a time consuming and frustrating process. Due to these restrictions, Nugent Care decided that every mobile phone user should also have access to email.**

**Nugent Care had specific requirements that needed to be adhered to. Bernard Logan, Purchasing Manager at Nugent Care explains, "The IT management team wanted control over devices, including the ability to wipe data if necessary. We also needed to restrict the use of cameras, as service users cannot be photographed without written permission and in certain environments, cameras are perceived as intrusive."**

### The Solution

Following a benchmarking initiative, Intercity was chosen as Nugent Care's communications technology partner due to their proactive, rather than reactive, approach. The charity was also delighted by the cost savings Intercity were able to achieve. The new contract with Intercity has led to a significant saving of £20,000 over two years.

Intercity's National Account Manager, Paul Jones, explains, "We added considerable value by addressing security, which was only minimal before our involvement. By listening carefully to uncover requirements and working with their IT team and external suppliers, we have devised the best solution. All users now have devices that offer far better communication and access to email, which has led to many benefits for their professional lives, increasing productivity."

A platform is now being built into Nugent Care's computer servers to help them manage all devices. Functionalities will include preventing the use of photography, locating lost phones and controlling the data held by devices.

Intercity's National Account Manager, Paul Jones continues, "Our cost effective solution is combined with the freedom of unlimited calls and

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Intercity Technology

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Not only are employees able to communicate more efficiently, but with access to emails and the ability to respond immediately, they are kept updated and feel more in control. This ultimately leads to a happier workforce.

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#### Key successes

- 1 Significant saving of £20,000 over two years
- 2 Increased productivity and flexibility
- 3 Increased control over devices

#### About Intercity Technology

At Intercity Technology we believe in a people first approach to define and launch technology solutions.

We have over 30 years' experience in delivering services that allow you to work together, work securely and work from anywhere on a global basis.

With a genuine passion for technology and the businesses we work with, we offer innovative technologies in cloud, enterprise mobility, collaboration, security and managed services.

Intercity is accredited by a number of professional organisations with a suite of accreditations which confirms and evidences our commitment to security, quality, service management and environmental management. For a full list of our accreditations and frameworks please visit [intercity.technology/accreditations](https://www.intercitytechnology.com/accreditations)

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