



Case Study

Birmingham St Mary's Hospice

Birmingham St Mary's Hospice is a charity that provides adult hospice care across Birmingham and Sandwell. The hospice cares for about 1200 people a year, supporting them both at home and as in-patients. The charity has over 120 technology users on-site, as well as further users in their 16 shops across the region.

Chris Roche, Managing Director at ACUTEC said: ***'It's wonderful to know that with new technologies we can make people's lives easier when they are doing such brilliant work.'***

Outdated Technology

'It felt like a partnership, ACUTEC genuinely wanted to understand what we wanted and give us the best value. It felt like they cared and were trying to get the best possible fit.'

- Kal Singh, Head of IT

Before engaging with ACUTEC, Birmingham St Mary's Hospice was using Zimbra to provide their email on a Linux platform. A physical email server with a storage server attached was in use and the environment was becoming more and more difficult to support. The hardware was aging and the system itself was no longer intuitive to what the hospice needed.

When Birmingham St Mary's Hospice began to investigate Cloud solutions, Office 365 from Microsoft Gold Partner ACUTEC seemed like the perfect choice. Kal Singh, Head of IT at the hospice was delighted with the preliminary meetings, commenting: ***'They were absolutely fantastic; the guy was on the ball. He knew exactly what we wanted and made sure that it was the right time for us to change.'***



Office 365

Office 365 is a Cloud solution where the applications and services in the Office Suite are available from anywhere and everywhere and are always up to date. Implementing Office 365 involved removing the old email server and migrating to the Cloud by using Exchange Online. ACUTEC has extensive experience of working with a range of different charities and Kal commented: ***'ACUTEC understood that there had to be a business case where we justified spending the money.'***

Through ACUTEC's advice, the hospice benefitted from receiving charity licensing for free as a donation from Microsoft. Their donated Office 365 licenses include Outlook, Calendars, OneDrive for Business and Skype for Business amongst other applications.

'A massive headache is now gone so I can focus on other things. The old system was a risk to the organisation. The kit was not stable, reliable or supportable.'

Staff at the hospice are now able to benefit from accessing their emails and schedules from anywhere through the flexibility of Office 365. Files are also available whenever they are needed using OneDrive for Business, enabling documents to be synced across devices.

Birmingham St Mary's Hospice now have an email solution that they can rely on and access from anywhere and everywhere. They are now able to have a stable and user-friendly system that is the first building block in embracing the Cloud.

'The engineer was fantastic, he knew exactly what he was talking about and gave us confidence that we would not experience any downtime.'



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