



Case study

Education services_Marie Curie Cancer Care



BSG has enabled Marie Curie to obtain the best value for money from it's technology investment.

The Client

Marie Curie Cancer Care is unrivalled. It is the only UK cancer charity that combines cancer care through home nursing and hospices with world-class cancer research.

Marie Curie Cancer Care provides practical nursing care to around half of all cancer patients who die at home and specialist care at its 10 hospices across the UK. The charity also provides education and training for doctors, nurses and other healthcare professionals. Scientists at the world-renowned Marie Curie Research Institute are at the forefront of research into the causes and treatment of cancer.

The care and support given to people with cancer at home by Marie Curie nurses and through the Marie Curie hospices is provided free of charge to patients and their families.

Education

Executive Summary

Marie Curie Cancer Care appointed BSG to train and educate all their 850 users on a new IT infrastructure, across many sites in the UK. Critical to success was BSG's use of tools and techniques that would maximise productivity gains at Marie Curie having implemented Windows and Office XP, which in turn would maximise the potential cost efficiencies available. One key aspect of the BSG Education offer was the implementation of Virtual Classroom training.

The Challenge

During the second half of 2002 Marie Curie Cancer Care implemented a new technical infrastructure which included the standardisation of desktops across all its 850 users across the UK together with the introduction of Windows and Office XP.

As part of an integrated strategy to maximise its return on this technology investment Marie Curie Cancer Care appointed BSG to carry out a nationwide IT training & education programme to all its 850 users. As its users are located across many different sites in the UK it was vital that every effort was taken to ensure training was well targeted and that costs were tightly controlled.

Any training carried out also needed to be carefully monitored to ensure that real efficiency and productivity gains were measured following the training as all users became used to utilising the new environment.

The Solution

BSG has designed, deployed and now operates the Virtual Classroom training programme for Marie Curie users. Users based at different sites attend an instructor led course whilst at their normal workplace - the trainer is based at a different site, in this instance at BSG House in London. The courses are browser based and the user attends the online training session by logging-in to view the course content and by wearing a headset to hear or discuss issues with the trainer during the course. At any time the trainer can view and assess how each of the course attendees are responding to the training. The trainer also controls the pace of the course, the screens that are viewed by the users.

BSG is providing short Virtual Classroom training sessions of about 40 minutes that target specific skills required within Marie Curie. All main Office applications including Word, Outlook, Excel, Powerpoint, Project and Publisher are catered for.



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The Benefits

The benefits of Virtual Classroom training for Marie Curie Cancer Care have been numerous:

- A quantifiable saving in time and money having previously managed training courses at external sites, often many miles from Marie Curie's offices.
- The ease of training different users, across different sites at the same time.
- They enable users to attend targeted training designed to tackle their specific requirements and thereby maximising improved productivity and day-to-day efficiency gains.
- Technically it is very easy to support - the Virtual Classroom training is provided on a thin client so it takes very little time to download information and is accessible across a 56K modem.

Client testimonial and contact details

"BSG has enabled Marie Curie to obtain the best value for money from its investment in an integrated training and education programme. As a charity it is critical that every '£' spent on IT and training offers more than a '£' back in benefit. The BSG approach, that ensures training is effectively targeted for each of our users and which is provided using both traditional and new media, has been vital in ensuring we maximise the return from our investment in a new IT infrastructure"

Peter Crutchfield

IT Director, Marie Curie Cancer Care

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