



Case study

Mobile Solutions_Marie Curie Cancer Care



BSG provided a mobile solution for all our business needs.

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.

Mobile Solutions

Executive Summary

With 3,000 nurses providing home care across the UK and other remote users including management and fundraisers, mobile solutions offer a real potential to improve communications, create more efficient working practices and provide wider access to greater information within Marie Curie Cancer Care.

BSG designed and deployed a mobile worker pilot for a sample group of employees within Marie Curie Cancer Care, using the HP iPAQ Pocket PC and Microsoft Outlook Anywhere to evaluate the potential for mobile solutions within the organisation.

The pilot proved so successful for Marie Curie Cancer Care that the potential now exists to provide some of their 3,000 nurses, with iPAQs to access the application used for matching nurses to patients.

The Challenge

Ultimately, the key challenge facing Marie Curie Cancer Care was to turn a set of technologies into solutions that delivered value to the charity. The value had to be measurable by improved patient care, increased income and/or reduced costs.

Marie Curie Cancer Care has a combination of people based at various locations, including people constantly on the move all requiring an alternative to the standard office environment.

A mobile solution that provides access to email and calendar was one alternative that delivered that value

The Solution

As the main technology provider for Marie Curie Cancer Care, BSG has an excellent working knowledge of their technical infrastructure operations and culture. This knowledge combined with the recent design and deployment of a Windows 2000 infrastructure¹, has enabled BSG to provide a mobile solution that addresses Marie Curie Cancer Care's business goals.



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A sample group of employees, consisting of senior management and members of the executive, was established for the pilot.

The key technical elements of the identified solution were:

- Microsoft Outlook Anywhere
- HP iPAQ Pocket PC - blue tooth enabled
- Blue Tooth enabled mobile phone

The technology was chosen to be as close to the current user experience as possible - Microsoft Outlook and Microsoft Windows XP on the desktops.

The solution used was based on a blue tooth connection between the HP iPAQs and their mobile phones to access the Microsoft Exchange server to copy over their emails and calendar changes.

The Benefits

Key benefits MCCC experienced were:

- Increased productivity when travelling - staff can now take advantage of “down time” on, for example, a train to catch up with email, send any important replies and accept or rearrange meetings.
- Improved communication due to ability for immediate two-way response to email and calendar requests

Client testimonial and contact details

“BSG provided a mobile solution for all our business needs, they also ensured our people were fully trained and that a processes was in place to deliver a users friendly solution that gave us wider access to information.”

Peter Crutchfield

IT Director, Marie Curie Cancer Care

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