

Case Study



Step Ahead Resource Services is a new and expanding social care business, providing supported accommodation to young people aged 16-18 in Ashton-under-Lyne in Greater Manchester.

When Step Ahead set up a new site, Managing Director Peter Bonsu and the Project Manager Louise Campbell were naturally busy and quickly determined that a new approach to IT was required.

That was when Probado stepped in, recommended to them by colleagues who had used Probado's services in other organisations; Probado listened to the Step Ahead management and staff who all had a stake in making the IT system more efficient.

Data Sharing

Since Peter is often out and about a major concern of his was to have secure and reliable data access to case files and other confidential information while he's on the move. With thirteen staff across two sites sharing information across the team is paramount – all the staff need to be able to get information from or update any of the young people's files at any time, securely.



Finally, any transition to a new system had to be smooth so as not to affect the day-to-day work of the staff team. Gordon Maclean from Probado commented that 'many organisations find themselves growing out of their IT systems but try and add onto them because they want to work with what they know.'

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- **Fixed Priced Service**
- **Datacentre Hosted**
- **Sage 50, Office 2007, Server 2008**
- **Used existing Broadband and Desktop PC's**
- **Thin Client Strategy**
- **24x7 Monitoring**
- **Helpdesk**



'Fortunately we were able to show Step Ahead that they could keep software that they were familiar with but we put it onto a system that let them work in a much more flexible way'.

Louise explained 'we said to Probado: "this is what we want" and they just did it! I don't understand the technicalities, all I know is that the system works really well, and that's what I need to know'.

'Probado are always on hand accessible and approachable...'

When asked any downsides? – Louise commented 'None at all – Probado are always on hand accessible and approachable, and any minor problems have been sorted out quickly so they haven't become major problems'.

Remote Access

Staff can access information remotely using all the software they were familiar with, meaning that they are able to share information about their Service Users progress more effectively, free up time to work with their Service Users who are working towards independent living. As a result, Step Ahead management are confident that their service is even more efficient and their IT system is saving them time and money.

Peter Bonsu, Louise Campbell and Gordon Maclean were interviewed by Mark Crowe of Mark Crowe Consulting

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