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Supporting people powering business

Business Critical

Running a round-the-clock patient transport service is no mean feat. With vehicles and drivers required 24 hours a day, Yorkshire company, Transcare needed an IT provider they could rely on to meet the on-going demands of the busy healthcare sector.

Step through the doors of Keighley-based Transcare and you'll see a level of activity that few companies can match. With over 600 calls coming into their booking office every 24 hours, the company is continually processing requests and dispatching vehicles to locations across Yorkshire.

As a subcontractor to the Yorkshire Ambulance Service, Transcare provides transport for a large majority of the local hospitals, as well as care homes, hospices, doctors' surgeries and individual patients. The company has around 100 staff who work on both an employed and contracted basis.

Since its launch in 1975, the company has grown substantially, taking it from being telephone operated to having the fully automated booking service it has today. Its 'Metro Go' fleet of vehicles include everything from standard 5 door cars to wheelchair accessible vehicles and equipped ambulances. Its team are no ordinary drivers either. The nature of its service means each driver and escort is required to pass an enhanced DBS check as well as be fully trained in first aid.

Whilst computers have been in use in the business since the late 1990s, it was in 2013 that the company knew it needed to bring an IT company on board to assist them. With a head office, training centre, board room and booking office to manage, the company had outgrown its existing IT support provision.

Sean Parnham, company director explains: "We knew we had to become slicker and more efficient and with that came an increased dependence on technology. A friend of ours, a local electrician, was helping us install PCs and he had done a great job, but it became obvious that we needed somebody with more specialist IT knowledge to help take the business to the next level."

Transcare chose Cosurica after receiving a recommendation from another local business. "We liked the fact Cosurica were based nearby and could come down and see us if we had an issue" says Sean. "We didn't want to use a faceless IT company who are miles away, would support us remotely and charge huge call-out fees if they needed to come to our premises. With Cosurica, we drop them a call and if they need to come to the office it's no bother. They're usually here the same day".

METRO GO

Transcare now uses Cosurica for all of its IT needs, including the supply and installation of hardware and all its IT support. "We were experiencing problems with our server, which had become quite old and was no longer backing up. Cosurica came in to see us, recommended a new cost-effective server and installed it for us quickly, ensuring all data was transferred over without any interruption to business activity." says Sean.

Once dependent on landlines and car radios for communication, in 2009 Transcare realised that technology given rise to newer, more viable solutions when it came to vehicle management.

"We knew there were a number of specialist software apps for cabs on the market" says Sean, "after testing a few, we settled on Autocab. Co-ordinating the set up was quite complex and we asked Cosurica to help. Despite the fact that they didn't supply the software, they were happy to work with us to manage its implementation, ensuring it worked in conjunction with our existing IT infrastructure. Without them, we wouldn't have had the IT knowledge to able to do that."

The launch of the Autocab system has not only generated huge efficiencies and reduced unnecessary journeys, but also allows Transcare to provide a better level of service, keeping their clients updated as to where their vehicle is and when it will arrive.

"The Autocab software has been revolutionary," says Sean "but at the same time, it also means that like many other companies, we're now 100% dependent on secure, reliable internet connectivity. Cosurica knew that once we've moved to Autocab, our existing internet connection would be inadequate, resulting in delays in processing the information and putting us at risk of losing connectivity. We couldn't afford for that to happen. Thankfully, this is another problem they were able to solve."

Through its partnership with a leading wholesale telecoms provider, Cosurica organised the installation of a fibre connection, plus a back-up line that will kick into action in the unlikely event that the main line suffers an outage.

"It's a relief to know we have all bases covered. With our IT being safely looked after, we can now focus on service improvements and expanding the business. We know we've got an exciting future ahead."