

Enhancing Digital Service Delivery at Sussex Partnership NHS Foundation Trust



01 Background

Sussex Partnership NHS Foundation Trust set out to improve the way IT services were delivered across the organisation. Several core areas were identified for transformation:

- The Trust's 24/7 IT service desk needed review.
- The existing IT service management (ITSM) tool was not meeting operational needs.
- There was no customer-facing portal for staff to raise and track incident or service request tickets.
- Printer services were outdated, and client asset provisioning processes required improvement.

The goal was to consolidate IT services onto a single ITSM platform to manage incidents, requests, changes, problems, and assets while enabling automation, reporting, and self service to boost efficiency and customer satisfaction. The Trust also aimed to reduce service desk calls and emails by empowering staff to resolve issues and raise tickets.

Replacing the print estate was driven by environmental, energy, and security priorities, alongside a focus on embedding ITIL best practices for continuous improvement.

Working in Partnership

The implementation was characterised by open collaboration. We participated in operational meetings, proposed relevant service improvements, and supported the Trust's internal teams throughout.

The approach was pragmatic and flexible bringing the right mix of skill, experience and responsiveness needed to support both day-to-day services and long-term strategic objectives.



02 Deployment

A comprehensive suite of services was implemented to meet the Trust's goals:

- A new IT service desk team and telephony platform.
- A modern ITSM tool configured to manage incidents, requests, problems, changes, and IT assets.
- A customer-facing digital service desk portal, allowing staff to raise tickets and access knowledge articles directly.
- Replacement of the Trust-wide printer service with a centrally managed, energy-efficient, secure print solution.
- Provisioning of Windows client devices, Wi-Fi controllers and a managed wireless service.
- Deployment of a managed integrated audio-visual solution.
- We implemented a full ITIL solution in partnership with the Trust.

The solution provided the flexibility and long-term value the Trust required, while enabling consistent service delivery and process standardisation.

03 Outcome

The Results

The introduction of the new digital service desk portal has had a measurable impact:



Staff adoption has increased significantly

25% of all IT tickets between December 2024 and February 2025 were raised via the portal – up from an average of 20% during the previous 11 months.



Improved responsiveness

Staff can now raise tickets and find solutions independently, reducing reliance on phone and email channels and enabling the service desk to focus on more complex issues.



High satisfaction

97% of responses were rated as either 'Outstanding' (76%) or 'Satisfied' (21%).

We would recommend. They are a valued partner who deliver reliable and efficient services. They work with us to understand, improve and support our day-to-day, or develop and deliver our long-term strategic goals.

Tina Giles,
Deputy Director of Technology,
Sussex Partnership NHS Foundation Trust

04 Why us?

Why choose us?

- We demonstrated a professional, partnership-led approach from the outset.
- We worked closely with the Trust staff to proactively identify and resolve potential issues.
- We brought deep expertise in the chosen ITSM tool.
- We anticipated workflow challenges before they arose.
- We recommended configuration improvements to optimise performance.
- We enabled a smooth and efficient transition with minimal disruption.

Talk to a specialist today

From first questions to tailored support, our team's here to help every step of the way.

Milton Keynes Office

41 Alston Drive,
Bradwell Abbey,
Milton Keynes,
Bucks.
MK13 9HA. UK

+44 (0)8444 823444

Hereford Office

Stirling House,
Munitions Close, Centenary Park,
Skylon Central,
Hereford.
HR2 6FJ. UK

+44 (0)1432 870 879

Essex Office

Bates IT Ltd,
Walkers House,
School Road,
Essex.
CM77 6ST. UK

+44 (0)1371 875522