



**Ayrshire
Cancer Support**
Here to help

CUSTOMER STORY

Remote Working Set-up Key to Ayrshire Cancer Support

Aiming to 'improve the quality of life of those living with cancer and ensure that help is readily available throughout Ayrshire for those who need it', Ayrshire Cancer Support has been delivering additional services and support for local users since 1982.

In addition to the Head Office and Support Centre in Kilmarnock, the charity operates four retail sites, an online store and two pop-up events (which are key to fund raising), as well as a Support Centre in Ayr and a network of volunteer drivers who provide a Hospital Transport Service to service users.

Due to Covid-19, the organisation's shops have significantly reduced trading and government guidelines have meant that volunteer drivers can only work with one person at a time. This has created a dramatic increase in dependency, effort and expense across the board whilst fund raising has also been impacted.

Technology has been absolutely critical to ensuring that Ayrshire Cancer Support can continue to communicate and manage interactions between staff, volunteers and service users.

Sandra McCall, Chief Executive comments:

"Like all organisations at the moment, our previous 'normal' day-to-day is now pretty much impossible. Our priority is always to ensure that we do as much as we can for those who need our services. Currently, that means that we need technology more than ever – whether this is to ensure our staff and volunteers can work safely from home, or to deliver support online to users who we cannot engage with in person."

At the beginning of 2020, the organisation switched IT Support providers to Innovec in the hope of building a long-term relationship with a local supplier who could assist the charity in getting more from their current set-up, as well as upgrading to Microsoft 365.

As lockdown was introduced at the end of March the need to migrate to Microsoft 365 was accelerated to allow the team to work from any location. Innovec carried out a remote migration process including implementation, back-ups, end user training and support to ensure that the organisation could function remotely.

Ms McCall continues:

“Having only switched to Innovec when lockdown was announced, it was an intense few weeks, to say the least. But, Innovec took everything in their stride and enabled us to keep working normally, and supporting service users wherever possible.

Rather than postponing our Microsoft 365 migration, Innovec carried this out remotely, taking time to ensure each user had the right set-up, could connect properly, and knew how to use the software. It was a massive weight off our minds and let us focus solely on supporting our volunteers and users.”

On working with the local charity and the need for businesses to be able to support remote working, Iain Wham, Managing Director of Innovec adds:

“It has been a real privilege to work with Sandra and her team. The work they are doing, particularly in such trying times really puts things in perspective. We are based in Ayr, all of our team and most of our customers are from Ayrshire; the area and the people are at core of how, and why we have grown as a business. Ayrshire Cancer Support have undoubtedly touched the lives of many people close to our business and moving forward we hope we can do our bit to help them to keep helping others.

“We have been really inspired by how quickly many organisations have adapted to remote working. For many local businesses like ourselves, this is being achieved without the luxury of unlimited budget or resource. It's about getting the most sensible and secure solution which can keep their people safe, whilst ensuring the business functions day-to-day. This is something we specialise in and are eager to assist other businesses”

About Innovec

As businesses continue to navigate a changing landscape of regulations and government guidelines the team at Innovec are ready to help them adapt by implementing and supporting solutions which make sure that people get on with what they need to, without worrying about their IT. Contact Innovec on 01292 427 420 to discuss any challenges you have with your business IT.

Please contact us on 01292 427 420 or email us at info@innovec.co.uk for any assistance in making your business ready to deal with remote working requirements.