

CASE STUDY

Buckinghamshire Healthcare NHS



Buckinghamshire Healthcare
NHS Trust



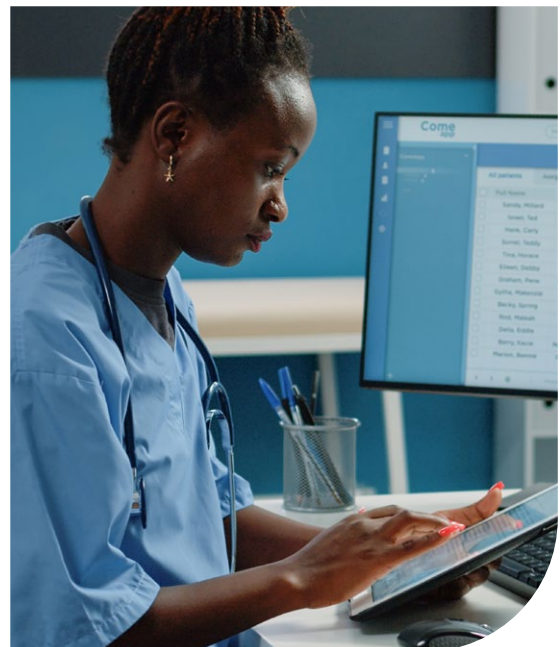
We drive fastest ServiceNow deployment in NHS History!



Buckinghamshire Healthcare NHS Trust has around 6,000 highly-trained, qualified doctors, nurses, midwives, health visitors, therapists, healthcare scientists and other support staff caring for more than half a million patients from Buckinghamshire and neighbouring counties every year.

The global pandemic of COVID-19 had created considerable additional pressure on The Trust due to increased demand for NHS services.

Please note: Kerv Consult was recently rebranded from Monochrome Consultancy when it joined the Kerv Group. This project was delivered at a point when the team was known as Monochrome Consultancy.





To support during the current COVID-19 crisis, the Trust required a system to allow them to manage the COVID related demand. Time was critical as there were thousands of requests which needed to be actioned and the existing ways of working were not able to cope with the increase in volume.

To address this issue, the Trust commissioned Kerv Consult to manage a project and consisting of Unifii, ServiceNow and The Trust's internal IT team to deploy a new ServiceNow capability specifically for COVID related demand.

Time was of the essence and so Kerv Consult responded to the initial request from a call on Friday, issued a proposal on Saturday (including a significant amount of free consultancy to support the NHS during the COVID pandemic), agreed the proposal on Sunday and the project held a kick-off on Monday. The system successfully went live on Thursday (after only 3.5 days) and has since been embedded into The Trust team and used to manage thousands of COVID related requests.

Despite the incredibly short timescales, there were only three defects on launch, which were fixed almost immediately and the project team used the remaining time to implement over 20 enhancements to the system to make managing the COVID demand for the Trust IT teams even easier.

A real highlight for us was that during the project closure meeting, one of the Bucks NHS Trust Directors stated:

“ Support from Kerv Consult (previously Monochrome) throughout was excellent.”

Bucks NHS Trust Director

We feel incredibly proud to have been asked to support the Trust and look forward to supporting delivery against a clear roadmap of capabilities which will drive further Digital Transformation into Bucks NHS Trust.



We would like to say a huge thank you to Unifii, ServiceNow and the Bucks NHS Trust team as without their contributions to the project, this would not have been possible!

Get in touch with us

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