



Implementation of Mosaic Social Care System

Challenge

A Channel Island Authority embarked on a programme of reform and change aimed at redesigning service, culture and working practices.

Central to this transformation and development was the replacement of their incumbent system with a single care record case management system. In order to successfully implement the new system and migrate the respective data over from the legacy system, the Authority required both specialist skills and additional resource to manage and govern the full end-to-end implementation.

Being part of the Channel Islands presented a number of challenges due to the location and ability to source the specialist skills required. Due to these complexities and aggressive implementation timescale, the leadership team took the decision to go to market with the aim of engaging the services of a specialist consultancy to drive the implementation process forward.

Solution

BetterGov offered a unique and compelling proposition, based on experience, depth of knowledge and a flexible resourcing engagement model to ensure full resource utilisation and value for money. Following a very competitive tender process and successful award, the implementation team for Phase One were deployed and on island. Following the agreed implementation plan, the team made an immediate and positive impact, working closely with key stakeholders and managing business change from current state to 'optimal' future date. The team successfully delivered the respective phases of the project, from mobilisation and planning, through to requirement specification, data cleansing and migration, build and configuration, testing and training.

Providing a truly flexible approach to resource utilisation, not only was the system implementation successful and delivered in the agreed timeframe, but also the most cost efficient route to go-live. Our success was underpinned by understanding that the Authority required a partner not only to assist in the technical transition from existing systems, but also to add value to ways of working and improve outcomes for both staff and residents of the island.

Outcomes

- ✓ In-depth discovery, gap analysis and delivery plan
- ✓ Ten month turnaround time between contract award and systems go-live
- ✓ Rapid, effective business engagement and delivery
- ✓ Development of a range of entirely bespoke processes and procedures.
- ✓ Delivered on time and to budget within the scope
- ✓ Delivered maximum cost savings with flexible resourcing model
- ✓ Drive Improvement through identification and delivery of additional systems integrations
- ✓ Effective Change Management
- ✓ Robust knowledge handover and comprehensive training delivery

