

Health Shield deliver digital transformation to provide industry-leading customer experience

Case Study:

Health Shield Friendly
Society Limited

Website:

www.healthshield.co.uk

Industry:

Health Cash Plans,
Employee Wellbeing

About Health Shield

Founded in 1877, Health Shield is an award-winning provider of health cash plans, health screening and occupational health programmes, covering over 350,000+ members and their families across the UK.

Their schemes allow employers to reduce sickness absence and improve employee wellbeing. Health Shield's vision is to improve the health and wellbeing of as many people as possible.

The Challenge

The organisation has experienced significant growth in recent years, both organically and through acquisition, with this trend expected to continue.


Naturally IT required further investment in order to meet this challenge. However, The Board also recognised that their systems were critical to maintaining and enhancing its position in the market, a foundational element of delivering outstanding customer service.


Stuart Hayhurst, Chief Operations Officer, explains:


"As an organisation we have been focused on managing growth. When I recently joined the business, it quickly became apparent that whilst our systems were functional, we weren't using technology effectively or embracing new technologies that would provide efficiencies and/or enable us to provide market-leading customer experience to our members."

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Core Transformation Areas

 Wide Area Network (WAN)

 Unified Communication and Contact Centre as a Service (UCaaS/CCaaS)

 Managed Infrastructure and Office 365

"Tagoro worked with us to navigate the market, shortlisting service providers to address our requirements. Tagoro were able to bring their expertise and experience to give us detailed overviews on Unified Communications, managed infrastructure providers and connectivity providers, saving us weeks of meetings with potential suppliers," says Dan.

The Approach

The business required a transformation strategy. They were also looking for help in navigating the market, to determine which technology and services partners would be best placed to deliver this change.

Stuart explains: "Tagoro were recommended to my colleague Dan Birtles (Head of IT) and we engaged them to evaluate our current environment and assist us in prioritising projects to address our challenges. This in turn became our Digital Transformation strategy.

Our priorities were quickly apparent: to deliver a new scalable, resilient, flexible infrastructure to support the business with a predictable cost model as we continue to grow. Secondly, we need to engage more effectively with our members, further digitising our communications and enabling our clients to interface with us through web, voice, chat, email."

The Tagoro Difference

Dan Birtles, who ran the day-to-day delivery of the project, worked closely with Tagoro on all elements.

"Working with Tagoro we quickly had a shortlist of suppliers for each project, making our decision to select the chosen supplier simpler. This gave us confidence that the solutions proposed were from world-class suppliers who really could deliver. Tagoro then worked with us to ensure our requirements were effectively translated into the respective providers proposals," says Dan.

Given the scope of the change and spend, The Board sought a second opinion before giving the project the green light. Dan adds:

"Based on the cost and scale of the commitments we were looking to make, our Board wanted a second opinion regarding the strategy Tagoro had devised with us. A big-five consultancy reviewed the strategy and were in full agreement that we were taking the right course of action."

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About Tagoro

Tagoro is an advisory service for organisations looking to make a move to cloud services. The company operates in the as-a-service realm - with born-in-the-cloud providers across UCaaS, CCaaS, computing, network and security.

Tagoro are not a service provider, and are fundamentally different to the vast majority of intermediaries, resellers and white-label providers too because they don't have a product or contract to sell. They are impartial and assist with:

- **Advice** - Scoping and requirements definition
- **Advocacy** - Navigating provider choice
- **Action** - Ensuring effective service delivery

Website:

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The Results

With these core elements in place Health Shield is now developing the capabilities these services provide, supporting the expected growth and innovation needed to provide market-leading services and a greatly enhanced customer experience.

Stuart outlines what the changes mean for both the IT operation and Health Shield as a whole:

"Having now moved in large part from an on-premise to an as-a-service model, with all our critical systems in the cloud or managed hosting, we now have an agile IT environment and our cost structure is lower than before. Furthermore, we have internal resources free from the mundane day-to-day administration and support of systems, now able to work on projects to deliver new solutions, furthering our competitive advantage."

"It is refreshing to work with an organisation like Tagoro, representing a wide range of Service Providers with whom we contract directly. Almost uniquely it enables them to advocate on our behalf to find the right solutions. I'm yet to meet another organisation with this fantastic model."

In summary, Stuart says:

"Tagoro have been critical in not only enabling us to select the right suppliers for these critical projects, but also invaluable in assisting us to manage the successful implementation of each."