

PROVIDING ST JOHN AMBULANCE IT MANAGED SERVICES DURING COVID-19



Timico's IT managed services and digital solutions proved critical during Covid-19 for St John Ambulance.

Who is St John Ambulance?

St John Ambulance is the charity that steps forward in the moments that matter to save lives and support communities. Their clinical expertise and the skills of St John people make them unique; a volunteer-led health and first aid charity, with national presence, reach and scale.

This modern and dynamic charity has been operating for over 140 years. Yet, in the scale of need during this current pandemic, time of uncertainty and worry across the country, they have faced more demands than ever before in peacetime.

Since the beginning of the COVID-19 outbreak, their highly trained volunteers have given over 200,000 hours of patient facing care, and this number is still rising. As the nation proceeds into a new phase of the COVID-19 pandemic, St John volunteers will continue to step forward to give vital support and technology will play a key role in enabling the charity to carry out its life-saving work.



IT Managed Services

St John Ambulance has been working with Timico for over 10 years. In 2019, Timico had its contract renewed for a further three years, following a competitive tender. The renewal was a result of Timico providing value for money and expert knowledge of the IT solutions and the charity.

Timico currently supplies St John Ambulance's Wide Area Network (WAN) solutions. It links all of the charity's regional sites across a single network. To support the WAN and connectivity requirements, Timico also manages hardware solutions, fixed phone lines, firewalls and colocation services for the charity.

Seeing success

During Covid-19, 70 of St John Ambulances' sites remained open and more than 78,000 volunteer hours in operational, communication and coordination work was delivered. Therefore, the IT infrastructure put in place by Timico, was pivotal in supporting the organisation's pandemic effort.

Recognising the importance of its technology solutions, Timico placed St John Ambulance as a high priority, when the UK first went into lockdown in March 2020. In doing so, this guaranteed a fast response and back up service in case any issues arose. Furthermore, a dedicated advisor was appointed to monitor the charity's four critical sites and respond to any incidents if required.



"We know that we can always rely on Timico for expertise and advice."

As a result, the IT systems remained in full working order throughout lockdown, with no system downtime. This enabled its people to focus on their live-saving work, without issue.

Next steps

Moving forward, St John Ambulance is currently undergoing the biggest digital transformation of its time across its network. This includes working with Timico to provide SD-WAN capabilities across each of its locations.

Sean Cooter, Head of IT at St John Ambulance, said:

"Timico has always provided a strong understanding of our organisation, with a focus on the customer needs every step of the digital journey."

"We know that we can always rely on Timico for expertise and advice. As a result, Timico is now an extension of our team, rather than just a supplier."

St John Ambulance chose us to provide a modern WAN solution that is proving critical during Covid-19. Find out how we can help your business.

Speak to our team of specialists for a free consultation today.



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