

## An easier way of managing the day to day with IRC Care

### Background

IRC Care services based in Croydon, are an independent care agency specialising in professional home care services. Their services include recruitment and training for care specialists for adults and young people based in the Surrey region.

### Outdated Systems

At the start of 2014, IRC Care were relying on limited in-house IT skills and working with the very basics to conduct their day to day business. The existing IT system was crippling the business with communications slowing down their overall productivity. There was no server support and IRC Care didn't regularly back up their data. M2 Computing were approached to review their IT practises and recommend a solution to get them working faster and more efficiently.

### Moving to Office 365

Firstly, M2 Computing recommended an email infrastructure upgrade, migrating IRC Care from an outdated POP3 email solution to Microsoft Office 365. The move across to Office 365 took place during their least busy period, to avoid down time and managed carefully to ensure a smooth transition.



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Beatrice Hamujuni-Smith, Director at IRC Care, Surrey.

### Easy file access with SharePoint

IRC Care stored all their files on personal computer hard drives and shared them with colleagues by sending them as email attachments. Working files were stored in different places without a coherent system. With the move to Office 365, M2 Computing consolidated everything and set up SharePoint Online for IRC Care employees. This provided convenient and centralised access to all of their company documents and migrated all of their data from multiple sources. This move to SharePoint was adopted seamlessly by the employees at IRC and now enables IRC Care Services to service their current clients more effectively.

### Summary

M2 Computing gave IRC Care a complete IT systems overhaul by providing new hardware, faster internet connection, a managed move to the Cloud with Microsoft Office 365 and an easier file sharing system with SharePoint. The outcome is simply a more productive and efficient working environment. **Beatrice Hamujuni-Smith, Director at IRC Care concludes "M2 Computing completely took away the stress of trying to manage an outdated IT system. The new arrangement is quicker, easier and I don't have to worry about it anymore. The service was brilliant and the people in the team at M2 are extremely helpful".**