ICare Group

Robust IT systems, the ability to move forward with changing technology and a consistent, reliable level of support are all delivered by Smart IT.

How many North West IT support providers stay with clients for a decade or more? ICare Group, which provides a range of health and social care support services for vulnerable and elderly people, has experienced strong growth in recent years. This has demanded robust IT systems, the ability to move forward with changing technology and a consistent, reliable level of support.

Smart IT was recommended to the organisation by their chartered accountants Jones Harris in the early 2000s. Since then, the company has worked closely in partnership with ICare as its workforce has multiplied from 200 employees in North Lancashire to 700 across the UK.

The longevity of this partnership has been an integral cog in the company's rise from its Blackpool headquarters, allowing ICare to grow a network of 19 sites across the UK.

This has required the safe provision of daily IT support services and disaster recovery capabilities to meet the needs of a Wide Area Network covering the Midlands, the North West and Scotland.

"Smart IT first worked with us when we operated from just two sites on the Fylde Coast," explains Natalie Gregory from ICare Group.

> ❝ *Their role has always gone beyond the usual IT support mechanisms you would expect.*

Natalie Gregory, ICare Group

"They have helped us maintain the integrity of our IT systems as we have built up our network and their role has always gone beyond the usual IT support mechanisms you would expect.

"Their advice and guidance during business development projects has been invaluable, typically finding us the best IT products and services and the most cost-effective ways of matching our business systems with our continued growth."

Whether it's providing hot meals, 24-hour on-site care at home, mature living homes at Links View in Lytham St Annes or residential care in a secure and homely environment, the ICare team is safe in the knowledge that their fruitful relationship with Smart IT allows them to focus their minds on the needs of local communities.

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>
> Natalie Gregory, ICare Group