




Helping Hands
Caring since 1989

ACCESS PROVIDES **HELPING HANDS**
WITH A FULL SUITE OF SOLUTIONS
AND EFFORTLESS SINGLE SIGN-ON
FOR BUSY STAFF

Since 1989, **Helping Hands** have supported adults of all ages to maintain their independence and stay in the comfort of their own homes during their care. Helping Hands have over 100 branches across England and Wales and, with the support of their experienced nursing team, support those with complex conditions such as dementia to live safely and comfortably at home.

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Access offers us one vendor and a full suite of platforms. We are completely bought and sold into the data hub and Workspace; the single sign-on really works for us.

Kirsty Head, Head of Business Applications

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Challenge

- Siloed data held in several legacy systems acquired over time
- Rapid growth requiring additional headcount in the central team to process data
- Core operating system needed to provide best-in-class care and HR solutions

Solution

- A suite of Access solutions including class-leading care software and HR systems, delivered through Access Workspace

Key Benefits

- Industry-leading care and HR solutions, automating numerous processes and offering significant improvements in efficiency
- A solution that brings all care and HR data into one place
- Access to all solutions through one intuitive, single sign-on platform
- A scalable solution that can support ongoing rapid growth without requiring unnecessary additional central support staff for manual data processing
- Expert support provided by the experienced Access team right through from initial scoping phases to implementation and beyond



Before Access

Before Access, Helping Hands had implemented several data systems over time, and many of these were no longer fit for purpose to serve their growing organisation.

“As an organisation we have purchased lots of standalone platforms over many years to facilitate various processes and data collection throughout the business. What we’ve ended up with is systems that don’t talk to each other, resulting in siloed data.”

When first coming to market for new software solutions, Kirsty Head, Head of Business Applications at Helping Hands, had some specific objectives to meet.

“I arrived at Helping Hands in 2018. My main objectives were to find a way to go paperless, provide a way for us to bring all our data in one place and to automate our processes.”

The new software did not only need to provide greater efficiency to their current central operations but had to offer a scalable solution that would act as a solid foundation for Helping Hands’ impressive, ongoing growth.

“As a business, we’d got into a position where, as we were growing, we were putting more and more administrative job roles in our overheads. We have been growing very quickly; we’ve now got over 100 physical branches across the country, and there is an ambition to add another 35 in the next calendar year. We could not continue adding to our expenses with manual data processing.”





Choosing Access

As one of the UK's leading domiciliary care providers, Helping Hands' search for new software had to start with finding an industry-leading care software package.

"We are a health and social care organisation, so the main driver for us had to be the core operating system. When it comes to solutions in this sector, Access People Planner and Access Care Planning are right up there as the best in the market. The fact that Access has a full suite of supporting applications that surrounds it was a real added benefit."

As well as top-class operating software, Access offered Helping Hands a suite of software that would help them to get away from siloed processes and bring their care and HR data into one place.

Access Workspace provided Helping Hands with a single sign-on platform, which lets busy staff get what they need - when they need it - quickly and easily. Expense claims, purchasing requests, and booking annual leave can all be automatically processed without unnecessary admin, bother, or hassle.

"One of the main reasons we've gone with Access for all of these different products is because they offer us one vendor and a full suite of platforms. We are completely bought and sold into the data hub and Workspace; the single sign-on really works for us."



As Kirsty explored Access products further, she soon found that a suite of Access solutions would allow Helping Hands to streamline their back-office functions, bring all their operational data into a single hub and give their busy staff effortless self-serve access to essential HR functions, as well as offering the added benefit of working with a single vendor.

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We did our due diligence by creating specifications and holding scoping days and found all of the other Access products we were looking at met nearly all of our requirements. Plus, the benefits of having one vendor and one place where we keep all of our data far outweighed the benefit of having lots of individual vendors that I then had to manage.

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Kirsty Head, Head of Business Applications





Working with Access

Kirsty has found working with Access a positive experience right from the start. Access was already providing Helping Hands' payroll platform, and Kirsty found it easy to build on that existing relationship with Access, with the help of product experts at every stage of the process.

"It was just a case of me contacting our account manager and saying, 'We've got the payroll platform, we're interested in other products, can you put us in touch with the right people?' And I have to say that very quickly in that process when we started talking about multiple products Access assigned us an Enterprise Sales Manager, Victoria. Victoria specialises in sales for multiple products and working with her was very useful for us."

Because Kirsty was looking at a suite of different products, she really appreciated the expertise Victoria offered in exploring how different Access solutions could be harnessed to answer Helping Hands' needs.

"One of the benefits Victoria brought was her many years' experience at Access. She understood all of the different products and how they all related to each other."



Kirsty has been able to speak with product experts throughout her time working with Access, all of whom have supported Helping Hands to build a suite of products that precisely answer their needs and will work with their processes. In doing so, this has maximised the instant benefit Helping Hands will gain from their products as well as futureproof the system so that it provides a solid foundation for their ongoing growth.

“We had scoping days where we sat down with different consultants. Again, rather than having one person trying to talk to us about all of the various platforms, we had a consultant expert for the CRM, one for People Planner and another for the HR platform. This meant we were able to discuss and work through our processes in detail and understand how Access’ products were going to fit within those. It enabled us very early on to understand whether we could take Access’

products out of the box or how much we would need to invest further in things like development. This has enabled us to put some money in the kitty where we knew we were going to want to have some of the products developed, so there aren’t any surprises for us during implementation.”

Working closely with the team at Access has also ensured that Helping Hands has had a seamless transition towards its new suite of products.

“Once we had signed on the dotted line, there was a very smooth progression into implementation. Our programme manager, Richard, attended some of the pre-sales sessions, which was great because it meant that the switch from Victoria to Richard being our main contact was very simple. We’d already been engaging with Richard as part of the pre-sales process, so, all in all, it’s been a very positive experience to date.”





About the **Access Group**

The Access Group has been recognised in The Sunday Times Tech Track 100 in 2019 and is a leading provider of business software to mid-sized UK organisations. It helps more than 32,000 customers across commercial and not-for-profit sectors become more productive and efficient. Its innovative Access Workspace cloud platform transforms the way business software is used, giving every employee the freedom to do more.

Established in 1991, The Access Group, with an enterprise valuation of over £1billion, employs more than 2,300 staff.

For more details on Access People Solutions, visit:

or

Speak to one of our experts today to get a demo of our Access People Software: