



### Overview

**Industry:** Health/Social care

**Number of employees:** 1,000

**Number of locations/offices:** Five in UK

### Solution

■ XXXX

### Benefits

- Improved productivity and efficiency
- Reduced mobile expenditure
- Time-savings of up to 500 hours per year for managers

## Adepta: More time to spend with the people that matter most.

### Company Background

Adepta is a charity supporting people with learning disabilities, autism and/or mental health problems to make the most of opportunities within their communities. As most of Adepta's staff are support workers in the field, the charity turned to T-Mobile for a range of mobile solutions that enable its workers to provide a better level of service to more people, at all times.

Adepta provides individually-focused services to 700 people and employs over 950 staff. It is particularly experienced in supporting people with complex needs, such as those who have additional physical and sensory disabilities or behaviour that may challenge.

Adepta works across the East of England, in London, Essex, Hertfordshire, Cambridgeshire, Bedfordshire, Suffolk and surrounding counties. Its Central Office is in North Finchley, London.

Adepta prides itself on a person-centred approach that recognises people's abilities and supports individuals to live the life they choose.

### The Challenge

Such is the nature of its work, the vast majority of Adepta's staff work entirely or predominantly in the field. The charity has 80 staff working in its Central Office and regional offices in the South East. Most of Adepta's employees are social support workers within specific areas of expertise such as learning disabilities, autistic care and mental healthcare.

In order to provide first-rate support services, these workers rely heavily on the ability to stay connected with their regional offices and colleagues at all times. It is essential for care workers to be able to speak to colleagues and other social services providers in order to find out accurate and detailed information on people that they are visiting.



"T-Mobile's devices and services have enabled us to greatly improve productivity and improve our services. At the same time we have been able to reduce our mobile communications expenditure."

Patrick Anigbo,  
Head of IT and Systems, Adepta

Added to this, Adepta's senior managers also need to be able to work effectively wherever they are. These managers are required to attend conferences on care work all over the UK and abroad. Whilst away from the office they need to be able to read and respond to emails at all times in order to continue to manage the organisation effectively.

## The Solution

To implement a successful mobile working practice, Adepta adopted a number of solutions from T-Mobile, including handsets for voice communication; BlackBerry for email and internet access on the move; and web'n'walk mobile broadband cards for managers who use laptops more frequently.

"At the beginning of 2005, having been with Vodafone for several years, we decided to review our mobile communications strategy as we realised that we needed to look at convergence between our mobile voice and data needs. We received tenders from Orange, Vodafone, O2 and T-Mobile. T-Mobile was by far the best option for our organisation," explains Patrick Anigbo, Head of IT and Systems at Adepta.

Adepta has now equipped over 250 of its support workers with mobile handsets. It is also deploying 15 BlackBerry devices for its senior management.

Adepta also has 15 T-Mobile web'n'walk laptop cards for those staff who need to be able to work at full capacity while on the move. These cards provide up to mobile broadband speed internet access using our HSDPA network, and allow managers to work on documents and presentations on a large screen, whilst out of the office.

## The Benefits

### Reduced costs

Adepta uses T-Mobile Business 1-Plan, an innovative price plan for organisations, which allows every mobile user in a company to share a tailored allowance of voice, data, text and HotSpot usage.

"When it came to the tendering process, T-Mobile offered us the best value for money. Its approach was flexible and simple, and they understood our organisation's requirements. By allowing us to choose how much voice and data allowance we wanted, I now know exactly what our mobile spend will be each month. In the past, this was always a concern", says Anigbo.

### Smarter working and better communication

Since switching to T-Mobile, Adepta's operations managers, who are based in the charity's regional offices, have been using T-Mobile's BlackBerry devices. These staff are required to travel a great deal, visiting people and attending conferences all over the UK. Having a BlackBerry has allowed them to check and respond to emails whilst on the move, which has increased productivity.

"Having a BlackBerry has made our operations managers so much more responsive to clients, partners and colleagues. It has greatly improved their productivity. Whereas previously managers would have to return to the office or home at the end of the day to check their emails, they can now do it away from the office.

"On average our managers receive around 150 emails in a day, and through using BlackBerry they are saving up to two hours a day of what was previously dead time", says Anigbo.

### Improved client services

Anigbo also believes that Adepta's services have improved since his team have started to use T-Mobile's range of mobile communications solutions. He says: "Having fast and reliable mobile communications in place has meant that our support workers in the field are now able to respond to people they support and requests from their regional offices more quickly whilst they are out on site. The time savings that mobile technology has brought our staff can be spent with the people we support and their families, delivering an even greater service. This very much supports our focus on providing thorough, individual care for all."

### The Future

Adepta now plans to look for more ways in which T-Mobile's devices and services can improve response times, efficiency and productivity.

One of the first projects that Anigbo is planning to execute is to install a BlackBerry Enterprise server. "This will allow more of our staff to communicate by email whilst on the move. I would really like to extend use of BlackBerry to team leaders of our support workers as the productivity benefits are already being demonstrated," adds Anigbo.

To find out how T-Mobile can help your business, please call us on 0800 956 5001, email [businessenquiries@t-mobile.co.uk](mailto:businessenquiries@t-mobile.co.uk) or visit [www.t-mobile.co.uk/business](http://www.t-mobile.co.uk/business)