Reaping the rewards of a new case management system by upgrading to Mosaic

Bracknell Forest Council was keen to improve and inform decision making by their frontline staff by having key information available in the right place at the right time. Challenged by having a small team and limited resources, Bracknell Forest worked in close partnership with Servelec to plan and deliver the upgrade of their case management system.

New functionality across group working, multi-disciplinary teams and multi-agency working is now available and will support the Council in delivering more efficient services and improved outcomes.
Identifying the benefits of upgrading over changing supplier

A council’s case management system provides the backbone for the successful delivery of social care services. The decision to update, upgrade or change providers can be daunting and requires significant time, investment and consideration.

Bracknell Forest is a small unitary authority in Berkshire with a population of 118,000. The Council was keen to implement a more modern application that provided group working functionality to help reduce duplication and improve the accuracy of recording information.

As a Framework customer since 2008, Bracknell Forest Council discussed their requirements with their dedicated Account Director at Servelec to review their options, which were:

- A like-for-like upgrade to Mosaic
- An upgrade while realising the benefits of new functionality with the primary desire to achieve the benefits of group working

Making the leap: a positive change from compliance to collaboration

As an existing Servelec customer, Bracknell Forest Council realised the benefits of maintaining their existing partner while improving functionality to support improved services.

Whilst working with small teams allowed Bracknell Forest to quickly adapt to procedural change, this also created challenges when looking to upgrade. The management team recognised this led to gaps around roles and responsibilities, resource challenges and maintaining business as usual. So, the Council looked to Servelec to provide the additional resource and support needed.

“The Council wanted to make changes and update the application. However, our small team required support to do this while simultaneously managing our Ofsted reporting requirements. The support provided by the Servelec team was great.” Bertie Savan, Head of ICT, Bracknell Forest Council
Moving from Frameworki to Mosaic allowed local forms, developed and used by the team, to be migrated to the new platform easily. To ensure business as usual for frontline staff, a phased implementation was agreed with Servelec’s Account Director and Project Manager; this approach helped to minimise disruption and reassure those on the frontline of care delivery.

As Bracknell Forest Council already possessed a sound understanding and knowledge of the functionality carried over from Frameworki, this helped to minimise the need to train staff in the basic product functionality.

Bracknell Forest selected half day training courses with the first half of each course focused on demonstrating the new features and benefits of Mosaic. The second half provided practical support, using the Council’s anonymised data and log in credentials; this allowed staff to see the local configuration and understand how it would work for them in practice.

**Delivering hands on support for testing and go live**

The testing process was fully supported by Bracknell Forest’s dedicated Project Manager, from Servelec, who worked in partnership with the Council to deliver all Mosaic upgrades and to manage all requirements and the logging of calls with the service desk that are specifically related to the upgrade.

“Feedback from all of the training sessions was really positive. Our staff found it helpful to be using local anonymised data which allowed them to reflect on real life recent events and challenges.” Lesley Leeks, Business Support Officer, Bracknell Forest Council
As part of the ‘go live’ process, Bracknell Forest’s Business Support team was supported on day one by their dedicated Account Director and Project Manager. The Servelec team was on hand, throughout the day, walking the floors to help staff and answer queries. This ensured that staff were able to easily raise any issues, ask for advice and that they felt supported operating in the new environment.

Lessons learnt from Bracknell Forest Council

- It is important to understand internal IT planning and requirements before kicking off the process to minimise potential delays
- Review the potential single points of failure to support delivery and reduce potential to stall during holiday seasons
- Inviting Servelec to the Programme Board Meetings to ensure that they understand what is happening as it happens, rather than providing updates after the meetings is highly recommended

- The value and importance of having a dedicated Mosaic Project Manager
- Internal testing of all areas to ensure that the system is working as expected prior to formal go live is essential

Delivering the big picture

Right information, to the right people, at the right time

Contact us to find out more.