

Cobweb's solutions boost productivity and collaboration at MAHSC-CTU





Customer Profile MAHSC-CTU



Industry

Charity



Business Start Date

2012



Services with Cobweb

Hosted SharePoint

The Manchester Academic Health Science Centre Trials Coordination Unit (MAHSC-CTU) is a non-commercial, not-for-profit department of the Christie NHS Foundation Trust. It was established in 2012, building on the successful Christie Trials Coordination Unit with the purpose of supporting academic healthcare research within Greater Manchester and has gained a reputation for being the trials coordination centre of choice for the entire North-West academic research community. MAHSC-CTU uses Cobweb's web hosting and SharePoint services.



The pain point

MAHSC-CTU required a cost effective solution for securely sharing, organising and storing information.

A secure public presence online

Within the public health sector, patient care will always be the investment priority. Therefore, while the unit looked at the possibility of hosting the services needed internally via its own IT department, non-commercial resourcing and local data security policies did not make this a financially viable option.

MAHSC-CTU identified that it required a web hosting service for its public presence, and SharePoint, a feature-rich business collaboration platform that would allow users to securely share, organise and store information from any device.

The unit chose Cobweb's services after investigating other providers and finding that none of them offered both services as a package.

The Challenge

In the UK's increasingly research-active culture, MAHSC-CTU is now a leading source of advice for those from the medical profession and academic world looking to investigate improvements in health care. To reflect its status, the unit needed a public presence that would allow prospective researchers to learn about its work, and be able to access information and make contact with the unit easily. It was also important to create a robust web-based means of communication between staff and for a number of projects it is running which require collaboration between the unit and other sites in the UK.



How we solved MAHSC-CTU problem

By implementing Sharepoint Cobweb has improved the way people share information and that empowers staff.

Creating a more collaborative environment

Cobweb’s web hosting service offered MAHSC-CTU a scalable solution at low cost. All of Cobweb’s servers and operations are based in the UK, so technical and IT facilities are governed by the strictest codes of security regarding data protection and commercial sensitivity. The web hosting service provides all physical hardware and software, 24/7 maintenance, security updates and performance monitoring. The creation of a powerful and reliable platform for all web-based applications has now improved promotion of the services that MAHSC-CTU offers, resulting in increased interest and potential business for the unit.

MAHSC-CTU is a non-commercial not-for-profit organisation so qualifies for Cobweb Solutions’ charity pricing discount structure.

SharePoint is helping staff to enjoy a more collaborative environment and has streamlined communication both within the unit and with other sites by setting in place a structure for the way that documents and workflows are shared.

“SharePoint has improved the way we share information and created a knowledgebase that involves and empowers staff.”

MAHSC-CTU Research & Development Information & Systems Development Manager, Matthew Richardson, says: “The services provided by Cobweb took just six weeks from initial enquiry to being fully operational and have helped us to be more productive and improve our exposure to the academic research community.”

“We now have the perfect public-facing website, with SEO optimisation and easily accessible information for researchers interested in using our services. It has enabled us to be more responsive and effective in the way we engage with increasing numbers of external users.

SharePoint has improved the way we share information and created a knowledgebase that involves and empowers staff. Our users can create team workspaces, coordinate calendars, organise documents more efficiently and view and update tasks and other information directly from any mobile device.

We are now ramping up SharePoint as our number of users increases and the flexibility offered by Cobweb’s services supports our plans for growth. Having had the same knowledgeable point of contact at Cobweb from the beginning, we are confident that Cobweb will continue to give us the level of service and support we need, while allowing us to maintain control.

We have had zero technical issues since being with Cobweb. The ease of set-up and balance of cost-effective pricing structure with functionality are certainly factors that I would recommend to other organisations.”

In short...

Sharepoint offers MAHS-CTU a cost effective and scalable solution.

It empowers collaboration amongst staff and has improved the way information is shared.

Within six weeks from initial enquiry MAHS-CTU was up and running.



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