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Dan Birtles, Director of IT & Digital at Career Connect

Career Connect empowers young people and adults through person-centred careers information, advice and guidance. The charity works across schools, community settings and the criminal justice sector.

The Challenge

Career Connect faced significant challenges in efficiently managing their large IT infrastructure. Their primary objective was to reduce the burden of IT issues for their users, enabling their team to concentrate on delivering high-quality customer-facing services. This required gaining better visibility and control over their IT assets to ensure robust security, compliance, and an improved user experience, particularly with the rise of remote work setups where flexibility was essential.

Career Connect encountered difficulties in efficiently onboarding new users onto their IT systems, deploying, and managing software across their organisation, providing seamless remote access for employees, and achieving compliance with various security standards and regulations. These challenges hindered operational efficiency and posed significant obstacles to meeting their strategic IT goals.

Aspire's Solution

Career Connect's IT infrastructure challenges were resolved through Aspire's RealCare Complete solution. Leveraging the power of Microsoft Intune, Aspire standardised the provisioning of new devices connected to Microsoft Entra ID. This strategic implementation involved the automatic installation of essential applications during the provisioning process. Consequently, users gained the ability to receive laptops and undergo provisioning remotely, requiring only internet access. This streamlined approach not only enhanced the onboarding experience but also significantly boosted operational efficiency.

RealCare Complete has emerged as a cornerstone of reliable Modern Workplace managed IT support for Career Connect, perfectly aligning with their objectives for performance, security, and user satisfaction. Its proactive management strategy ensures adherence to Microsoft Best Practice baselines, fostering a great user experience among Career Connect's team.

Through the effortless management of applications and deployment of cutting-edge Microsoft 365 tools, the Career Connect team has been empowered to excel from any location.

The RealCare Complete solution has delivered monitored and maintained IT support that exceeds industry standards, minimising issues and support requests while ensuring consistent performance and remediation across Career Connect's entire IT landscape, enabling them to navigate modern IT complexities with ease.

Working with Aspire

Partnering with Aspire to implement RealCare Complete brought Career Connect significant benefits which included; fewer incidents due to improved system stability, reduced attack surface from removing unused applications, smoother external audits, better compliance, and less administrative burden.

Dan Birtles, Director of IT & Digital at Career Connect said: “RealCare Complete has transformed our ability to serve our people, customers, and clients. With Aspire's solution, we've streamlined processes and improved system stability, allowing us to focus on exceptional customer service. Aspire's proactive management approach has empowered our teams to prioritise customer satisfaction while navigating the complexities of modern IT. RealCare Complete has enhanced our IT experience, and with Aspire, we are committed to maintaining the Modern Workplace standard of IT excellence”.

Customer Benefits

- > Enhanced Security, Maintained to Microsoft Best Practice
- > Greater Compliance and Reduced Administrative Burden
- > Improved System Stability and Reliability
- > Effortless Application Management and Improved User Satisfaction

Solution

- > RealCare Complete

