



"Aspire's quick, collective thinking and direct communication with trusted contacts and partners allowed us to continue working seamlessly, avoiding delays and severe impacts on three businesses."

Jayne Routledge Technology & Digital Director at Everyturn Mental Health

Everyturn Mental Health is a leading provider of mental health services, including critical NHS 111 support for individuals in mental health crises. As a non-profit, the company works on behalf of the NHS and local authorities. Everyturn is dedicated to supporting people and communities across the UK, so no one has to struggle alone.

The Challenge

Everyturn Mental Health experienced a significant outage impacting their operations. This outage posed a severe risk to the continuous delivery of NHS 111 services, which provide real-time support for individuals in mental health crises. Any disruption in these services could have had dire consequences for those in urgent need of mental health support.

The outage was attributed to human error by a third-party contractor, who was hired independently and had no affiliation with Aspire. Given the critical nature of the services provided, it was imperative to resolve the issue immediately.

Aspire's Solution

Upon being notified of the outage, Aspire's team acted swiftly and collaboratively to address the issue. The key actions taken included:

Rapid Mobilisation: Aspire immediately deployed a team to assess the situation and determine the root cause of the outage.

Seamless Communication: Leveraging their established relationships, Aspire communicated directly with trusted contacts and partners, including Virgin Media contractors, to expedite the resolution process.

Innovative Problem Solving: Despite the resolution falling outside of their standard remit, the Aspire team demonstrated problem-solving skills and took the initiative to coordinate efforts among all parties involved.

Ensuring Continuity: Aspire implemented solutions to maintain service continuity, ensuring that Everyturn Mental Health could continue to provide lifesaving NHS 111 support without any disruptions.

Working with Aspire

Thanks to Aspire's quick and efficient response, Everyturn Mental Health was able to avoid any significant impact on its services. The outage, which could have caused severe delays and operational disruptions, was resolved on the same day. As a result, there was no interruption in the delivery of NHS 111 services, ensuring that individuals in mental health crises continued to receive the support they needed.

Aspire's ability to communicate effectively with Virgin Media contractors prevented what could have been a substantial delay, potentially impacting three businesses across the organisation. The successful resolution of this crisis reinforced Everyturn Mental Health's confidence in Aspire as a trusted partner.

Jayne Routledge, Technology & Digital Director at Everyturn Mental Health said: "I wanted to extend my sincere thanks to the Aspire team for their flawless response to the major outage at our offices. As you may know, we now provide critical NHS 111 services, offering real-time support for people in mental health crises. These calls are literally lifesaving."

The issue was caused by human error from contractors on site, but thanks to the quick, collective thinking of the Aspire team, we were able to continue working seamlessly without any impact on our services.

As confirmed by Virgin Media contractors, Aspire's ability to communicate directly with trusted contacts and partners was crucial in avoiding a substantial delay in resolving the issue. This solution was outside Aspire's remit, but without swift action, three businesses would have been severely impacted. This is why I am proud to call Aspire our partner."

Customer Benefits

- > Uninterrupted Service Delivery
- > Minimised Downtime
- > Swift Problem Resolution

Solution

- > Immediate Response Team
- > Direct Contractor Communication
- > Collaborative Problem-Solving
- > 24/7/365 Support

