



London Programme for IT use Aspyre to Successfully Track Benefits Across 20 PCTs and 6 MHTs

“ Working with Mosaïque to implement and manage the **Aspyre** application has been a very professional customer-supplier relationship. They have worked hard to meet our requirements and have been very responsive over resolving any problems.

Mosaïque have consistently shown themselves to be highly organised and flexible in the manner they approached issues and helped to resolve them. ”

Richard Rosen, Benefits Realisation Lead, LPfIT

The Requirement

To deploy a web based data collection and aggregation tool to facilitate the 2008/09 London Benefits Statement data collection exercise.

The tool needed to allow 20 PCTs and 6 Mental Health Trusts to enter data about their experiences of using the RiO community and mental health software product.

The Process

- LPfIT contacted Mosaïque in March 2009, requesting a demonstration of their Aspyre product.
- After having had the demonstration we realised that the full version of the product (programme, project & benefits management) was too comprehensive for our particular needs.

- We worked with Mosaïque to define a cut down version of the software and removed around 80% of the functionality. What remained were the Summary, Benefits and Measurements screens.
- We supplied Mosaïque with the names of all the Trusts involved, broken down by care setting and, in the case of community health, the individual services. These were District Nursing, Health Visiting, Physio, Podiatry, Speech & Language and options for the Trusts to add their own services - eight additional services were added during the data entry period.
- Mosaïque took the questions to be asked and replicated them across all the trusts and services.

‘Go-live’

Aspyre went live on 15th May. From then until the end of the first phase of the project in September 2009 there has been very close co-operation between Mosaïque and ourselves.

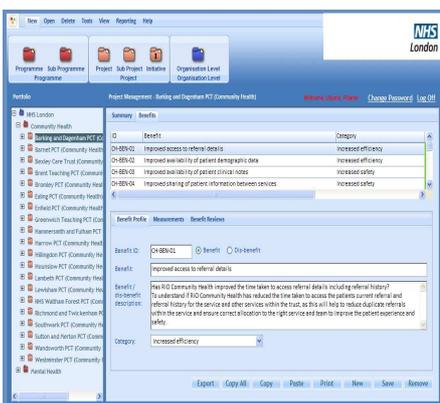
Inevitably, during the process of go-live a few problems were encountered. For example, amending replicated data and issues with user access rights. We also encountered a difficulty in response times to entering data. The Mosaïque team said this was due to the speed of the NHS internet and could be resolved by hosting Aspyre on an N3 compliant server. Aspyre was re-sited within the N3 cloud in July and the problem was immediately resolved.

Support

The support provided by Mosaïque was excellent — any serious issues were resolved overnight and smaller matters were resolved within a few days.

I am happy to act as a reference for the Aspyre product and will be pleased to answer any further questions that potential customers might have.

Richard Rosen, Benefits Realisation Lead



Training

Two master classes were run for users to help them understand how Aspyre would be used to collect the required data.

Mosaïque also worked with us to develop a bespoke manual to guide users through the program.



For more information on the Aspyre product contact
 Claire Cassidy
 Tel: +44 (0) 1564 711 201
 Fax: +44 (0) 1564 711 001
 info@mosaïquegroup.com

