

How Frimley Health NHS Trust Achieved Measurable ITSM Success with Alemba



Client	Frimley Health NHS Foundation Trust
Business	Healthcare
Location	UK
In brief	<p>Frimley Health NHS Foundation Trust (FHFT) partnered with Alemba to modernize their IT Service Management (ITSM) system. By implementing Alemba Service Manager (ASM), FHFT transitioned from an outdated tool to a cutting-edge ITSM solution, enabling improved process maturity, efficiency, and scalability. With over 10,000 end users and plans for future expansion, the Trust is reaping the benefits of streamlined workflows, enhanced user engagement, and better service delivery.</p>
Reach	<ul style="list-style-type: none"> • 200 users of ASM across Digital Services, with plans to extend usage across Estates/Facilities Management and Human Resources • 10,000 end users

Frimley Health NHS Foundation Trust provides acute services to over 800,000 people across Berkshire, Hampshire, Surrey, and beyond.

The Trust operates multiple hospitals, including Frimley Park, Wexham Park, and Heatherwood, delivering high-quality care and driving digital transformation to improve patient outcomes.

The Challenge

FHFT faced significant challenges with their legacy ITSM tool, which had suffered from years of underinvestment. Issues included:

- Immature processes and disjointed workflows.
- Poor reporting capabilities hindering decision-making.
- Limited scalability to support broader digital transformation goals.

The Trust sought a modern ITSM platform to address these issues, align with NHS objectives, and pave the way for collaboration across departments.



“Working with our consultant, Kate, has been a great experience. Her extensive knowledge of the product and her guidance on best practices have been invaluable. This collaborative approach has been instrumental in shaping the project’s success.”

Chris Topping, Senior IT Operations Manager

The Solution

FHFT selected ASM to replace their outdated ITSM tool and support their digital transformation goals. ASM provided built-in workflows for incident, problem, change, and service request management, enabling the Trust to:

- Advance digital capabilities and improve service quality for patients.
- Enable automation for greater efficiency and scalability.
- Drive user adoption with an intuitive self-service portal.

Alemba’s adaptability and strong communication ensured any challenges during implementation were promptly addressed, instilling confidence in the Trust’s decision to partner with Alemba.

Benefits

- CSAT score increased from 69% to 80% within three months.
- 82% reduction in service escalations within three months.
- Enhanced service responsiveness through real-time ITSM reporting.
- Enhanced process maturity using ASM’s workflows for incident, problem, knowledge, change, and service request management.
- Intuitive self-service portal driving user engagement and self-service adoption.
- Improved reporting capabilities for better IT Service Management metrics and insights.
- Automated workflows boosting service consistency and efficiency.
- Scalability for future cross-departmental collaboration.