

About the Project

East Kent Finance Consortium provide financial services for NHS hospitals (East Kent Hospitals University NHS Foundation Trust), local community trusts and support systems using Unit4 Business World. Supporting finances for 5 acute hospitals and over 200 community-based sites and servicing a local population of almost 700,000 people, East Kent Finance Consortium require reliable, trusted and effective Unit4 support.



The Journey with QuickThink Cloud

East Kent Finance Consortium have used Unit4 Business World since 2000, tailoring and adapting the product to fit the needs of them and their customers. Primarily dealing with financial transactions, East Kent Finance Consortium also provide procurement assistance and management of customers' Unit4 systems.

With an established tailored Unit4 system, successful on-prem hosting and experienced internal IT team, the Consortium employ QuickThink Cloud support as a safety net, ensuring system continuity and providing specialist technical expertise when required.

QuickThink Cloud Services

Since 2016, QuickThink Cloud have worked closely with existing IT and finance teams within the East Kent Finance Consortium to offer additional support and continually deliver seamless services for customers.

- + Technical Managed Service
- + On-prem Managed Support
- + Upgrade Support

Outcomes

Maintained Tailored System

Through the developed relationship with the Consortium, QuickThink Cloud understand the carefully configured bespoke solution the Consortium have created, and enable Unit4 ERP updates and modernisation in line with the tailored system.

Peace of Mind

East Kent Finance Consortium can rest assured that their Unit4 Business World system is well managed and compliant. QuickThink Cloud deliver responsive issue resolution, expert consultancy and tailored approaches to maintain system effectiveness and security.

Improved Customer Delivery

If and when customers experience issues with their system, the Consortium can quickly provide resolution, supported by QuickThink Cloud, bettering customer relationships and facilitating the building of trust.

"The merits of QuickThink Cloud are endless; from responsive, intuitive problem solving, to the friendly and approachable team. QuickThink Cloud are unique in their industry expertise and tailored customer care, providing a faultless service that greatly benefits us and our customers. I couldn't recommend them more!"

Paul Cusden
Technical Systems Manager

