



Case Study: NICHE CARE

Sector: Healthcare Company Company size: 500-1,000

Niche Care are progressive and responsive home care provider throughout the north of the UK with a clear goal to provide home care services of the highest standards, whilst maximising opportunities available to them digitally, to improve care delivery, efficiency and employee engagement. Niche Care are investing in technology constantly and developing new ways of working with the help of their teams, working partners and customers

The challenge

Niche Care is on an ambitious path to growth, however, their journey is not without its challenges. Branch openings would result in hundreds of new hires, all requiring onboarding and training. The larger the business grows, the more time and human resource this would take, making it harder to stay agile and expand quickly. Operating within a booming but heavily regulated industry raises the stakes. With the health and safety of patients front of mind, Niche Care was acutely aware of its reliance on manual processes. Mainly collecting, analysing and reporting data. Still, there seemed to be other internal challenges and opportunities, which they needed help to tackle and prioritise.

It was a question of how quick, rather than how. They knew that the status quo wouldn't get them to their goals; they were so busy delivering the day to day of the business and never had time to take a step back and look at their business from a distance. Since they had outgrown their current technology and needed a strategic roadmap of adapting technology to enable them to scale up while remaining profitable.

The solution

Niche Care is on an ambitious path to growth, however, their journey is not without its challenges. Branch openings would result in hundreds of new hires, all requiring onboarding and training. The larger the business grows, the more time and human resource this would take, making it harder to stay agile and expand quickly. Operating within a booming but heavily regulated industry raises the stakes. With the health and safety of patients front of mind, Niche Care was acutely aware of its reliance on manual processes. Mainly collecting, analysing and reporting data. Still, there seemed to be other internal challenges and opportunities, which they needed help to tackle and prioritise.

It was a question of how quick, rather than how. They knew that the status quo wouldn't get them to their goals; they were so busy delivering the day to day of the business and never had time to take a step back and look at their business from a distance. Since they had outgrown their current technology and needed a strategic roadmap of adapting technology to enable them to scale up while remaining profitable.