

James Cant, RCUK Testimonial Transcript

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My name's James Cant.

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I'm the Chief Executive Officer of Resuscitation Council UK.

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We're better known and more easily known as RCUK and we are effectively the kitemark organisation for resuscitation clinical standards and training for the whole of the UK.

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So whenever somebody does their resus training across the NHS and beyond, it's our standards that they work to and it's our materials that they use.

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So I joined RCUK in September 2019.

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I came from the voluntary sector, having previously worked for government as well.

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And I think one of the things that really struck me when I joined the organisation was the tech worked here.

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And that was the first time I'd ever actually worked in an organisation when you switched the computer on and it did exactly what you needed it to do.

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And we were co-located in the same office at that point.

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So, you know, TFS were neighbours physically, but they're also really, really close partners.

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In terms of us moving the organisation forward. That's a difficult one because actually my expectations of TFS were really high because of the standard that I encountered as soon as I joined the organisation.

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I think what we jointly had only a few months after I joined RCUK was the biggest stress test we could have for our organisations and also for the relationship.

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And that of course was the pandemic.

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And what we did literally overnight was we closed the office door and we moved the organisation home and we worked remotely to very, very good effect for two years.

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I and the support we had from TFS and the fundamental tech infrastructure that had already been put in place were absolutely essential and has been able to make that successful and very, very smooth transition.

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Your service level is really, really high.

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That's the basic service that we get on a day-to-day basis.

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Very often you don't know TFS are running.

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Many of my colleagues won't know much about TFS because so much of the groundwork has been put in with my colleagues in the business department to make sure that we have really, really effective systems, to make sure that our GDPR compliance is top notch, to make sure that our cyber security is first class as well.

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Where you then find TFS is when something goes wrong.

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And most of those challenges have been minor.

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And that's where the customer service element comes in.

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And it's the best customer service I've ever had in terms of tech support.

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The phone is answered quickly.

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The person who answers the call knows who you are, either because the name comes up, but very often because you've dealt with them before and you're dealing with a technical expert.

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But in my experience you're also dealing with a kind, friendly person.

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Whoever I've spoken to at TFS has had that warm personal engagement, has fixed the problem, has checked in to see how you're doing.

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We have a catch up to see, you know, what's happened since the last time we spoke and it's just always a really, really positive experience.

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It's a friendly outcome.

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It's a technically accomplished outcome.

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And personally, I can't speak highly enough about them.

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Yeah, so it's something that's obviously top of our priority list.

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We have candidates from across the UK, across the NHS.

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We also have foreign candidates as well.

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GDPR compliance is essential for us in that way.

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It's something we place a really, really high premium on.

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And together, working in partnership with TFS, we make sure that our security and all of our customer service data is well protected in that way.

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We've been very, very proactive in making sure that we're ahead of industry standards and legal requirements.

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And TFS have been not just a great partner in delivering, but a great advisor and telling us what's good and what will look great into the future.

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So I'm not a technical person.

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I just want my tech to work.

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When it doesn't work, I want it to start working again as quickly as possible, as effectively as possible.

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And that's where TFS come in.

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They work silently, discreetly in the background with my business colleagues, to make sure our systems are there.

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And as soon as I need them to fix something, whether it's on an organisational wide basis or whether it's my own laptop, they're there.

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They fix it.

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They do it with kindness, they do it with friendliness, and they do it efficiently.

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That's what I'm looking for in a tech supplier.