



Data - Outcomes - Analysis - Support

Mini Case Study 1. Changes UK

PSIAMS Team

- Approachable
- Friendly
- Knowledgeable
- Solution Focused
- Innovative
- Problem Solvers
- Creative

“A real pleasure to work with. Everything that we have asked for has been delivered and new, more efficient, ways of working have been achieved.”

Changes UK has been developing and delivering innovative, person-centred support for people seeking abstinent recovery from drugs and/or alcohol for the last 10 years. Their approach to recovery has been developed by service users and is peer led - in other words, people who have lived experience of achieving and maintaining recovery lead the way and provide the support that service users need.

Changes UK required a solution that focused on their current and future needs; they found that solution in PSIAMS. Working with Changes UK we built a robust, secure CRM system that not only tracked their support and impact with clients, but also gave them the ability to manage their organisation in a different way.

Key Results

- Transformed the way data is gathered & reported
- Data all in one place resulting in reduced paper
- Track clients and measure the difference made
- Automated workflows to speed up administration
- Connect the workforce across sites and mobile

“Throughout my career I have been involved in a fair few new system implementations and this has been by far the smoothest and most pleasant experience of them all. From the initial brief to the on-going delivery of PSIAMS the approach of the PSIAMS team has been very proactive; they came in and made sure they understood what we do as an organisation and what we wanted from a system. The approach they adopted enabled us to review our systems and end up with a much more streamlined way of doing things.”

Philip Farrell, Finance Manager, Changes UK