

Revo SM Success Story

# Agincare – Xurrent implementation

“Everyone at Revo is very personable  
and solutions focused”

*Est. 1986*

# Agincare

Caring in Your Community



## Introducing Agincare

Agincare is a family-owned care provider offering a comprehensive range of care options, from residential care to support at home. Since forming in 1986, the group has expanded to now operate across 90 locations, including just over 30 care homes, and employing 4,500 staff nationwide. In 2024, Revo worked with Agincare to implement a Xurrent service management system to modernise their approach to IT support and enable them to more effectively service the needs of their growing organisation.

**“We were pretty good at incident management—if someone came to us and said, ‘this is broken’, we would go and fix it. But for service requests, sometimes things got missed or a user would log an initial request and say, ‘I need x’ and then they wouldn’t hear from us for five or six days. All of a sudden it would turn up, but in the interim, they wouldn’t know what’s going on.”**

**Matthew Garland**  
Head of IT at Agincare

## The challenge

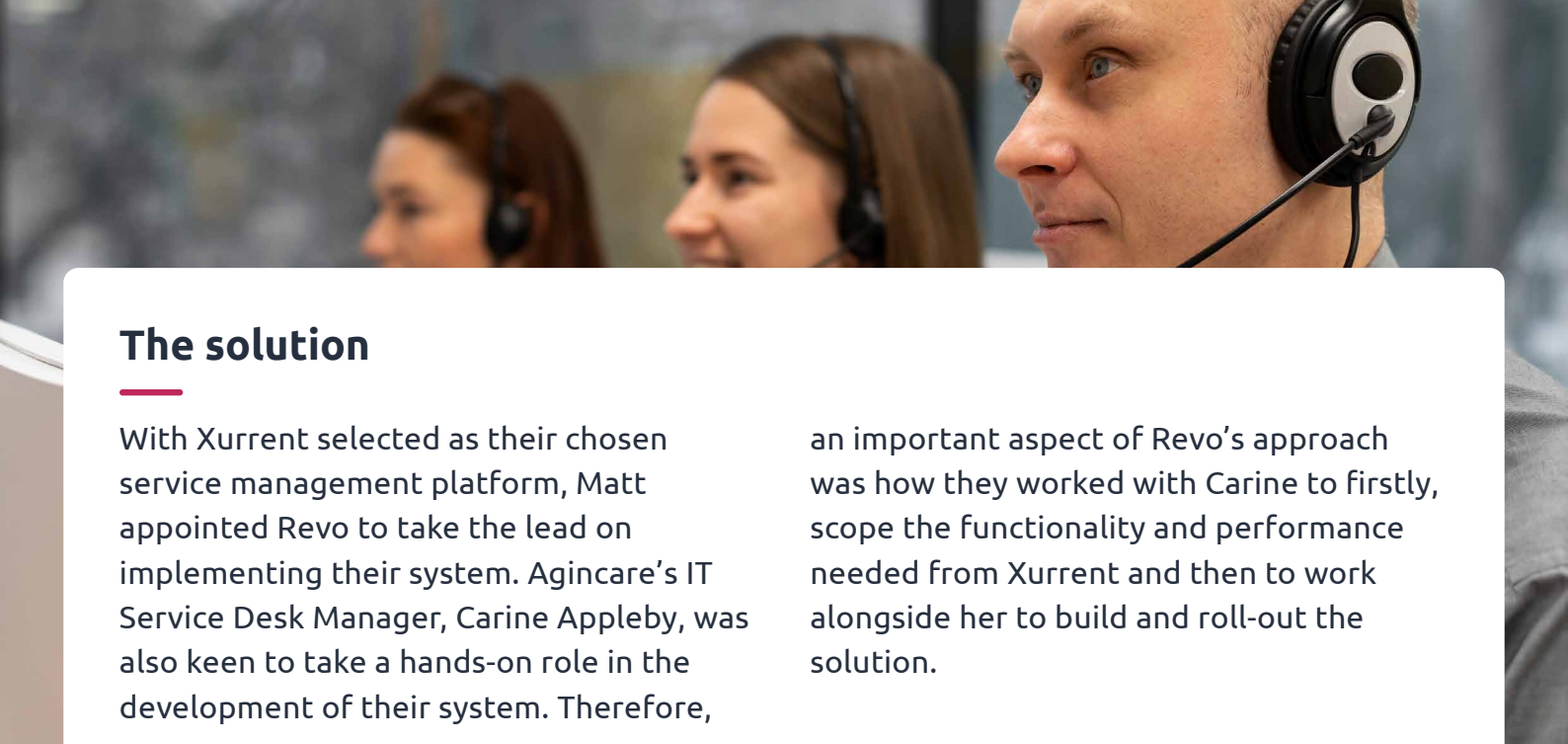
When Matt Garland joined Agincare as Head of IT, one of his first priorities was updating the organisation’s manual IT services workflows. The care provider’s existing approach relied on support issues and requests being raised through emails and calls and IT properties were logged on spreadsheets. This made asset management time-consuming and cumbersome and service requests and incidents were difficult for users to track and for the service desk team to manage.

A key priority for Matt was the introduction of the Xurrent service management system to address four core objectives:

- To provide access to internal KPIs to monitor and drive performance
- For more centralised oversight over incidents and requests
- To improve request handling and deliver a more transparent user experience
- To streamline asset management and recovery

**“I just couldn’t wrap my head around running an IT service without an ITSM tool in place to do it with. One of the main drivers behind introducing Xurrent was to bring us up to date with modern standards.”**

**Matthew Garland**  
Head of IT at Agincare



## The solution

---

With Xurrent selected as their chosen service management platform, Matt appointed Revo to take the lead on implementing their system. Agincare's IT Service Desk Manager, Carine Appleby, was also keen to take a hands-on role in the development of their system. Therefore,

an important aspect of Revo's approach was how they worked with Carine to firstly, scope the functionality and performance needed from Xurrent and then to work alongside her to build and roll-out the solution.

**"Everyone at Revo is very personable and solutions focused. A lot of partners will promise you the earth, whereas Revo were extremely realistic with us on what we could achieve and what was possible. They just want to get it done and get it right, which I've got a lot of time for. They're also extremely honest."**

**Matthew Garland**  
Head of IT at Agincare

## Integrations expertise

---

Revo's technical knowledge and experience of Xurrent was crucial to ensuring Agincare's new service management solution was able to deliver the exact functionality they needed. In particular, they wanted to be able to use the system to gain more visibility of the IT support cases handled by their third-party managed service provider.

Revo was able to integrate Agincare's new Xurrent system with the third-party system used by their managed service provider. By enabling seamless data flow between the two platforms, Xurrent acts as a hub for all support requests, enabling the service desk team to oversee all cases centrally—regardless of whether they are handled inhouse or by their third party.

**"We were facing a black hole. Users were contacting our third-party MSP directly and we had no oversight of this internally. So, if 10 users in the finance team all emailed in saying my Sage isn't working, we [the internal IT team] wouldn't find out until someone complained to us."**

**Matthew Garland**  
Head of IT at Agincare



## Impact

Xurrent has given Agincare a more streamlined and transparent process for logging and managing user queries and IT assets. This empowers the service desk team with the oversight on support issues they needed and makes it easier to track how requests are progressing. This has led

to improvements in both resolution and response times. Based on the success of the system for the IT service desk, Agincare is now planning to expand and scale Xurrent across other service areas of the business, including HR and payroll.

“It was always the plan to offer Xurrent to other departments for case management and that is now underway. We’re already working on onboarding HR and payroll, and we’re contemplating expanding out to the wider finance team too.”

**Matthew Garland**  
Head of IT at Agincare



## Highlights from this success story:

### **Modernising IT services**

Replacing Agincare's manual IT support processes with a Xurrent service management system

### **Consolidating processes**

Issues and requests are now dealt with in a consistent and transparent way with Xurrent acting as a hub

### **Improving user experience**

Users have complete visibility of ticket progress reducing queries and increasing satisfaction

### **Integration with MSP platform**

Providing oversight of cases logged and managed by Agincare's managed service provider

### **Hassle-free reporting**

Customisable analytics that provide accurate, real-time insight, effortlessly

### **Supportive service**

On-hand support from Revo's team of Xurrent experts as they scale their service management to new departments

For more information, explore our [Xurrent service management services](#).