

Revo SM Success Story

Agincare – Xurrent integration

“Revo tell us about any issues with
the integration before we even know
about it”

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 implemented a Xurrent service management system to modernise the care provider's approach to IT support. A significant part of this project was the development of an integration with their managed service providers' system to allow the Agincare team to log, monitor and report on all IT service requests (whether managed inhouse or via the third party) centrally from Xurrent.

Background to the project

When developing the scope for Agincare's new Xurrent service management system, there was one requirement that stood out as a priority—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. With users across the business able to raise IT service requests directly with the MSP, the internal Agincare team was often unaware of the issues that were being logged via this route and how effectively they were being managed and resolved.

"We were facing a black hole. Users were contacting the third party 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



The solution

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.

This allows users to log all requests in the same way in Xurrent, with automated rules set to route the request either to the internal IT service desk or via the integration to the MSP, without any intervention from the Agincare team. All cases, regardless of who they are assigned to, can now be tracked and monitored centrally on Xurrent.

“With the integration, Xurrent now sits in between us and our third parties providing oversight on all incidents. Users log everything in Xurrent, and then, depending on which template they select or which service instance it is, it is either assigned to our internal team or sent via the integration directly to our third party, without any hands-on intervention from us. So, whether we're servicing a case or not, we can see it, monitor it, and then we can step in and apply pressure where required.”

Matthew Garland
Head of IT at Agincare

Impact

The MSP integration built by Revo has given the team not only oversight of any cases routed externally but also allows them to more proactively manage their MSP when required. For example, they can now step in and perform problem management on their queue and escalate any aged tickets they identify. This has led to improvements in key SLAs, in particular resolution times. And Revo's integration service doesn't end now the system is up and running, the team now maintains and updates the integration, so it continues to perform optimally for Agincare on an ongoing basis.

“The support we've received from Revo on the integration was really good. Juweyriya in particular has been amazing. Often, she'll tell us about an issue with the integration before we even know about it. This is exactly what you want from a partner that's maintaining your integration—someone that's going to proactively maintain it.”

Carine Appleby
Service Desk Manager for Agincare



Highlights from this success story:

Seamless systems integration

Visibility on all cases by enabling real-time data-sharing between Xurrent and the third party's system

A central hub

Users log all requests in Xurrent, providing a standardised process and central oversight of all cases

Automated allocation

Requests are prioritised and allocated in a standardised way, either to the Agincare service desk or the MSP

Proactive issue management

With visibility on all cases, the team can step in if required to escalate resolutions and address aged tickets

Hassle-free reporting

Access to data and feedback to measure and manage the performance of the internal service desk and the MSP

Integration maintenance

Proactive management of the integration to ensure ongoing optimal performance and prompt troubleshooting

For more information,
explore [Revo's integration services](#).