



Case Study

Aster Group UK

Taking
Care

Part of AXA Health



The power of partnerships in Technology Enabled Care

Background

At Taking Care we believe that innovation and collaboration in Technology Enabled Care (TEC) are key to effective partnerships that have positive outcomes for customers.

In September 2020 we partnered with Aster Group to provide their monitoring services. We could see the benefits this partnership could bring to both sides – with a joint focus on helping Aster Group support customers in the ‘here and now’ combined with horizon-scanning activities to deliver their future needs.

Right from the start of the contract it was a perfect strategic match of joint values and a shared vision. We’re happy to say that the relationship with Aster Group is growing from strength to strength.

About Aster Group

Aster Group are an ethical housing developer and landlord to benefit society. They help people live independently by providing TEC and enhanced housing management services to over 10,000 older, vulnerable, or disabled customers.

Kerry Appleton is Operations and Contract Lead at Aster Group UK and has worked with Taking Care throughout the contract. We asked Kerry to share her views on the progress to date.

Why did you choose Taking Care as your strategic partner?

In the first instance your bid was fantastic! During the moderation meetings with you we got to meet your team and were very impressed by your welcoming, engaging, and honest delivery.

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“Taking Care has truly delivered against the promise of being a highly knowledgeable and supportive strategic partner.”

KERRY APPLETON,
**Operations and Contract Lead,
Aster Group UK**

Which part of our partnership stands out?

Both Taking Care and Aster Group are in a very competitive space so there must be a significant element of trust on both sides of the relationship. Your willingness to support us, and to enhance our own service was very important to us. I think that's where the strategic partnership bit features significantly. Also having an exceptionally good account manager, somebody who is your go to, who understands what you're doing and has the expertise and knowledge has been invaluable.

What are we doing well?

Taking Care have been very accommodating in meeting our needs, and very patient when we were transitioning to a new system after a very long time with our previous supplier and being used to one way of working. You've always been very flexible in your approach which is hugely important to us. Everyone at Taking Care has been so welcoming and willing to listen with their expert advice, and our account manager goes over and above to ensure we have the right result and the best customer service possible.

What are the benefits?

It's very clear that Taking Care are a forward-thinking company which, with the forthcoming digital switch is so important for us. I'm confident that whatever solution we adopt, Taking Care will do some very rigorous testing and ensure that our needs are met in full. The ethos that runs through Taking Care is one of adaptability and being open to change. Nothing is too much trouble, and everyone is very open and honest.

And the future?

Our partnership is still developing, still going strong, and we're coming up with new opportunities which is great. Taking Care has truly delivered against the promise of being a highly knowledgeable and supportive strategic partner.

“What really stuck out for me was that Taking Care were totally on the same page as us. I felt confident that this would be a partnership in the true sense of the word.”

KERRY APPLETON,
**Operations and Contract Lead,
Aster Group UKI**

Find out more about our services

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