

GROSVENOR HEALTH & SOCIAL CARE CONNECTIVITY

Large national health and social care provider benefits from a reliable and responsive network delivered by Six Degrees.

Grosvenor Health & Social Care is one of the country's largest domiciliary care providers, providing homecare to some 8,000 people across the UK.

Challenge

Providing high-quality care depends on technology that is available whenever staff need it. For Grosvenor Health & Social Care (Grosvenor), which supports 500 office-based employees and 3,500 frontline care staff, resilient connectivity is essential to ensuring teams can access systems, communicate effectively, and continue delivering vital services to the people who rely on them.

However, before partnering with Six Degrees, Grosvenor faced growing challenges with its incumbent MPLS provider. Poor communication and inconsistent service management were having a direct impact on day-to-day operations, creating unnecessary delays and making it increasingly difficult for Grosvenor to respond to changing business requirements.

Provisioning new network services and installations regularly took longer than expected, slowing the rollout of new sites and limiting Grosvenor's ability to support growth. When issues arose, support and escalation processes proved slow and ineffective, resulting in extended resolution times and avoidable operational disruption.

Over time, these challenges eroded confidence in the supplier's ability to support a business where dependable connectivity is mission-critical. Grosvenor recognised that it needed more than a network provider – it needed a technology partner that could deliver reliable infrastructure, responsive support, and the flexibility to grow alongside them.

Solution

Six Degrees worked closely with Grosvenor to design and deploy a replacement MPLS solution that would address the shortcomings of the previous supplier while integrating seamlessly with the organisation's existing colocation environment.

From the outset, the focus was on ensuring a smooth transition with minimal disruption to day-to-day operations. Rather than simply replacing connectivity services, Six Degrees took a collaborative approach, working alongside Grosvenor throughout planning, implementation, and migration.

Benefits at a Glance



Responsive support and communication. Dedicated Account Management, Project Management, and Technical Support teams provide clear communication, rapid issue resolution, and a responsive service experience.



Reliable, resilient infrastructure. Integrated connectivity and colocation services deliver a robust infrastructure platform that supports critical business operations while reducing operational risk.



Transparency and commercial confidence. Clear pricing, well-defined support processes, and proactive Account Management provide confidence that technology investments continue to deliver value.



A scalable long-term partnership. A collaborative relationship, strengthened by the expanded capabilities of Claranet, ensures Grosvenor has a trusted partner capable of supporting future growth and evolving technology requirements.

A dedicated Account Manager, Project Manager, and Technical Support team provided clear ownership throughout the project, ensuring communication remained consistent and transparent at every stage. Regular updates, proactive project management, and rapid issue resolution gave Grosvenor confidence that the migration was progressing as planned while minimising operational risk.

The result was a carefully managed migration away from the incumbent supplier without impacting Grosvenor's ability to deliver critical services.

Beyond the technical implementation, Six Degrees also introduced a simpler and more transparent commercial model. Pricing was clearly explained, service expectations were well defined, and support processes were documented from the outset. This clarity provided Grosvenor with confidence not only in the solution itself but also in how the ongoing relationship would be managed.

By combining resilient connectivity with existing colocation services, Six Degrees delivered an integrated infrastructure platform capable of supporting both current operational demands and future expansion.

Outcome

Today, Grosvenor benefits from a reliable infrastructure platform supported by a team that understands its business and responds quickly when support is required.

The move to Six Degrees has significantly improved confidence in Grosvenor's network services. Dedicated Account Management and direct access to knowledgeable technical specialists mean questions are answered quickly, changes can be delivered efficiently, and issues are resolved before they become operational problems.

Reliable connectivity, combined with resilient colocation services and clearly defined support processes, has strengthened Grosvenor's overall infrastructure resilience while reducing many of the operational risks experienced under the previous supplier.

Just as importantly, the relationship has evolved beyond the delivery of individual services. Grosvenor now has a technology partner that works collaboratively to understand future requirements, provides commercial transparency, and helps ensure technology investments continue to support wider business objectives.

As Grosvenor continues to grow, having a partner capable of scaling alongside the business provides reassurance that its infrastructure can evolve without compromising service quality or operational stability.

The relationship has also been strengthened by the recent acquisition of Six Degrees by Claranet. For Grosvenor, this represents an opportunity; the expanded portfolio of services and technical capabilities gives them access to a broader range of solutions while retaining the trusted relationship and high levels of service it has already established.

Looking ahead, Grosvenor sees the strengthened organisation as being well positioned to support its evolving technology requirements, providing both continuity today and greater opportunities for innovation in the future.

Client Quote

"We have been very pleased with the partnership we have built with Six Degrees. The recent acquisition by Claranet further strengthens the proposition by expanding the portfolio of services and capabilities available to us.

We see this as a positive development that creates additional opportunities to work together in the future, supporting Grosvenor's evolving technology requirements with a broader range of solutions and continued high levels of service."

Stephen Warby, Head of IT, Grosvenor Health & Social Care

About Six Degrees

At Six Degrees we're all about enabling our clients' success through technology.

Our people are who differentiate us, and we do everything possible to arm them with the knowledge, support and freedom they need to make the most of our best-in-class technology.

We offer a portfolio of people-led, AI-enabled services across four portfolio areas: Core, Hybrid Cloud, Cyber Security, and Modern Work. All of our services integrate seamlessly to align with our clients' desired outcomes: regardless of where a service sits in our portfolio, it will form part of a solution that maps directly to a business challenge or need.

We partner with best-in-class technology vendors, and we're deeply embedded in the Microsoft ecosystem – as a Microsoft partner we align to Microsoft best practices across our portfolio. We also have serious cyber security credentials – in fact, we believe we're one of the most highly accredited providers in the UK.

This is how we differentiate ourselves in a crowded market: best people. Best technology. And client-first, always.



Connect your business through a comprehensive connectivity portfolio delivered via our owned and operated core Next Generation Network (NGN).

Speak to an expert: hub.6dg.co.uk/schedule-call-connectivity