



## Gloucestershire Constabulary – Testimonial

Quantum Plus was engaged to undertake a healthcheck review of internal services provision and ITIL Service Management maturity within Gloucestershire Constabulary. The report from this review was very well received and the Chief Officers Group commissioned a resultant programme of service enhancement activities designed to ensure that the in-house team provided services and governance aligned with best practices and efficiencies seen in outsourced scenarios.

*“The Quantum Plus consultant worked pragmatically to apply his evident experience of best practice to our environment. At the conclusion of the IT Healthcheck, the recommendations were accepted in full and Quantum Plus worked flexibly with us over an extended period to implement an effective Service Improvement Plan. This quickly resulted in a series of measures providing improved service delivery to our customers.*

John Shepherd, Head of Information Systems, Gloucestershire Constabulary”

*“Quantum Plus demonstrated insightful and thought provoking behaviour in their completion and implementation of a health check that has delivered a step change in many aspects of our ICT perception and governance. I would not hesitate to recommend them to other forces who are facing the need to re-evaluate or review their ICT sourcing strategy.”*

Mark Polin, Deputy Chief Constable, Gloucestershire Constabulary

