

Case Study:

NHS London



New server-based infrastructure enables NHS London to improve the workplace and lower the cost of IT.

NHS London was formed in July 2006, following a decision to merge the capital's five regional Strategic Health Authorities (SHAs). The organisation has an essential leadership role, focused on improving the health of Londoners, reducing health inequalities, supervising the provision of better health services across the capital and ensuring fairer access to care and treatment. Although not a clinical organisation, NHS London sits at the centre of 64 other NHS organisations, including Primary Care Trusts, Mental Health Trusts and the London Ambulance Service.

Now responsible for a demographic comprising seven million people across the whole of Greater London, the organisation works to ensure the best possible care and support are delivered by the £13 billion annual investment in staff and services.

Snapshot

- NHS in London
- 800 + users
- Managed IT Services
- Day-to-day management of desktops, business applications and infrastructure
- 1st line IT support via Cloud Business Service Centre, with escalation to on-site support technicians if needed
- Strategic support and consultation
- Next-generation, stateless user terminals
- Networking and communications infrastructure
- Ancillary services including SharePoint development, Follow-Me Printing and Video conferencing facilities

What did NHS London want to achieve?

NHS London issued a competitive tender for a Managed IT Service involving significant restructuring and relocation phase at the start. Since the original tender was issued the scope of NHS London's responsibilities has increased and their infrastructure has undergone a period embryonic change, growing to accommodate a number of new health organisations.

How did we help them to succeed?

Cloud Business was selected after successfully bidding in a full Catalyst procurement. The approval of the bid was, in part, based on our excellent track record, having delivered similar services to other areas of the health service.

The Cloud Business team was fully integrated with their colleagues at the NHS, assuming responsibility for all day-to-day management of desktops, business applications and infrastructure; while also providing strategic support and consultation for the forthcoming relocation.

At the outset, Cloud Business proposed an exciting new concept to NHS London, outlining a strategy to move away from traditional desktop PCs, in favour of Ultra Thin-Clients – next-generation, stateless user terminals with excellent security and green credentials. The solution would allow applications and data to be delivered remotely, without any requirement for locally installed operating systems or software. In doing so the organisation reduced its Carbon Footprint, introduced a higher level of information and data security; and creating a consolidated, yet highly flexible, working environment based on the NHS N3 network.

Cloud Business also installed an all new networking and communications infrastructure and now provides a single, centralised base for all ICT support issues via the Cloud Business Service Centre with escalation to on-site support technicians as required. Significant challenges also existed when preparing the new premises, including overnight migration of users' profiles and information in time for the opening day. The Cloud Business team made extensive preparations to meet those challenges, paying particular attention to the demanding budget and timescale constraints.

Were NHS London happy with the outcome?

The NHS aspires to positively transform services that patients receive. To do this they have pledged to drive down waiting times, improve care for people with long-term conditions and deliver a range of services to prevent ill-health.

Cloud Business has committed to making sure the organisation benefits from access to a world-class ICT system and expert technical resources; ensuring they are properly equipped to meet targets put forward by the Department of Health in its consultation document – "Strategy for Delivering Patient-Led Services".

By developing a close, consultative relationship, Cloud Business can address the ongoing needs of the new organisation and provide excellent support for their future challenges.

Learn more about us at www.cloudbusiness.com.

For further information on how Cloud Business can support your IT strategy, please contact us at hello@cloudbusiness.com, or talk to us on 0845 680 8538.