

CASE STUDY

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



Client: NHS London
Sector: Healthcare
Product: Service Desk & Professional Services

The Situation

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.

To choose a suitable supplier, the NHS issued a competitive tender for a managed IT service that would involve a 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.

The Solution

UKN Group was selected as their Information Systems provider after successfully bidding in a full Catalyst procurement. The approval of the bid was, in part, based on their excellent track record, having delivered similar services to other areas of the health service.

The UKN Group 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, UKN Group 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 organisation achieved not only a reduction in their Carbon Footprint, they also introduced a higher level of information and data security; while creating a consolidated, yet highly flexible, working environment based on the NHS N3 network.

UKN Group also installed an all new networking and communications infrastructure and now provides a single, centralised base for all ICT support issues via the UKN 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 UKN Group team made extensive preparations to meet those challenges, paying particular attention to the demanding budget and timescale constraints.

The Result

The integrated team delivered the first phase of the project, to design, prepare and install systems at the new premises, ready for the handover. Employees left their place of work on a Friday and arrived at their new office on the following Monday, without any disruptions. This was the most critical phase of the project so far and the essential new systems were in place and functional ahead of deadline.

UKN Group drew together the distinctly separate schemas of the previous organisations to create a newly designed single infrastructure that also included accessibility for 74 other healthcare sites.

The solution was designed and implemented to meet a number of important criteria, including improvements in performance, resilience, flexibility, security and environmental efficiency.

The power reductions from the introduction of a centralised, ultra-thin client system received commendation and support from senior figures within the NHS and was subsequently presented with the Award for Green Innovation by London Connects.

Once the relocation was completed the contract moved into its support stage, with UKN Group taking on their full scope of responsibility as managed ICT services provider. The plan to merge and the subsequent system redesign were key components of a patient-led strategy to make significant savings in healthcare expenditure. The new organisation has been tasked to deliver with fewer employees than before, however the flexibility and manageability of Ultra-Thin Client computing would help them to do this, particularly through improved utilisation of their human and technical resources.

Achieving Excellence

As a whole, 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. The Government's vision to reform its health service demands that future improvements are driven by responses to patients' needs rather than top-down targets.

UKN Group 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, UKN Group is now well positioned to address any ongoing needs of the new organisation and provide excellent support for their future challenges.

An Update - 2015

Since the original deployment back in 2007, the organisation's role and scope of responsibility has grown to nearly 1200 employees. The scalable infrastructure has been expanded and the architecture brought up to enterprise-class, in order to satisfy the new requirements.

UKN now also delivers a number of ancillary services including SharePoint development, Follow-Me Printing and Video conferencing facilities. Importantly, although the size of the organisation has nearly tripled, the UKN service has scaled to meet the ongoing requirements of NHS London.

