

New Energy Efficient Infrastructure helps an NHS organisation deliver improvements.

*As a regional division of the NHS underwent radical restructuring, partnering with **ukngroup** ensured their ICT systems were able to support the change.*

The Situation

In 2006, a new organisation in the NHS was formed following the decision to merge a number of regional Health Authorities. Their priorities focused on better health, reduced health inequalities and the provision of better health services for all of their stakeholders, with improved and fairer access to care and treatment.

Now responsible for a demographic comprising several million people across numerous local boroughs, they tendered for the services of a specialist partner to redesign their infrastructure and stage-manage the complete relocation into a modern, new office building.

The Solution

ukngroup 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 **ukngroup** team integrated with NHS colleagues, 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, **ukngroup** proposed an exciting new concept to the NHS, 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 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.

ukngroup also installed an all-new networking and communications infrastructure and provided a single, centralised base for all ICT support issues via the UKN Service Centre. Significant challenges also existed when preparing the new premises, including overnight migration of users' profiles and information in time for the opening day. The **ukngroup** 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 in January 2007. 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.

ukngroup successfully 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 2007 Award for Green Innovation by London Connects.

Once the relocation was completed the contract moved into its support stage, with **ukngroup** 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 will 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.

ukngroup have 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, **ukngroup** are now well positioned to address any ongoing needs of the new organisation and provide excellent support for their future challenges.



**Excellence through Innovation.
Making better use of technology with ukngroup.**

ukngroup has established itself as a leading industry innovator with its approach to centralised technology and highly cost-effective desktop computing solutions.

With over ten years experience of providing support and managed services to a diverse base of organisations, clients benefit from access to expert knowledge and a carefully chosen network of world-wide technology partners.

Through collaboration on strategic goals and commitment to achieving rapid, ongoing development, our services are building blocks for sustainable growth and success. The company provides a complete portfolio of end-to-end business solutions with the best-practice guidelines of the ITIL framework firmly embedded into its own way thinking.

More information about our services is available from:

www.ukngroup.com