

CUSTOMER STORY

TECHNOLOGY SERVICES: PANDEMIC AND BEYOND

SERVICES

- Next Generation Service Desk
- TechCenter
- User Deskside
- Workplace Technology Integration
- Infrastructure Lifecycle Management
- Advanced Vulnerability Management
- Information Security Management
- Managed LAN & Managed Wireless
- Directory & Cloud Infrastructure
- Technology Maintenance

USER EXPERIENCE

- Improved access to Digital Services
- Increased user satisfaction
- Simplified business processes

BUSINESS IMPACT

- Enriched customer experience
 - Improved productivity
 - Enhanced security posture
 - Reduced costs
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We have a massive agenda around Digital, and therefore it is essential that we have really strong strategic partnerships and strategic relationships.”

Vikki Lewis
Chief Digital Information Officer
Worcestershire Acute Hospitals
NHS Trust

Digital Engagement services delivers major improvement in user engagement and experience

OBJECTIVE

Computacenter has been managing Worcestershire Acute Hospital NHS Trust's (WAHT) technical infrastructure via a Technology Services contract for many years. In 2021, the contract was due for renewal, and modernising an ageing infrastructure and transitioning to new innovative digital services was a priority. However, whilst reviewing their operating model in early 2020, the impact of the Covid-19 pandemic meant that priorities changed overnight; from addressing the problems being inflicted by a legacy infrastructure and appropriate capital planning, to ensuring remote working for staff, remote monitoring for patients, and just delivering day-to-day clinical service delivery. It also meant that some elements of WAHT's infrastructure modernisation strategy and plans for digital engagement services would need to be accelerated.

SOLUTION

WAHT extended the Technology Services contract with Computacenter and negotiated several elements to ensure business continuity and certainty of service throughout the pandemic as well as adding new services. This included the implementation of Digital Care Record platform to guarantee up-to-date information on all patient care records, the distribution of a greater variety of mobile workplace devices for clinicians, and iPads for patients so they could remain in touch with relatives during periods of isolation.

Also new is the Next Generation Service Desk (NGSD) multi-channel support with capabilities through a self-service portal, and Tech Bars for remote and on-site support, delivering convenient access to multi-skilled digital experts. With the pandemic postponing some of the legacy replacement work, Computacenter also stepped up protection around cyber-security and patching.

OUTCOME

The first year of the renewed Technology Services contract has resulted in significant digital transformation for the Trust, with new digital tools and features bringing about a much-improved user experience. The adoption of NGSD has been enthusiastically welcomed, seeing a 50% shift from traditional Service Desk to multi-channel support, while adoption of TechCenters has been hugely successful, with a 95+% user satisfaction rate.

As for the future, WAHT and Computacenter are accelerating plans to deliver their Digital Care Record leveraging a hybrid cloud model and to assess the wider application estate to identify appropriate cloud candidates. WAHT also acknowledge that Computacenter's understanding of how to work in an acute hospital environment is strong and continues to get stronger.

