

Enhancing patient care and cost control with optimised ICT



Achieving more with less

NHS organisations are facing one of their greatest challenges: how to maintain the quality of patient care with a dwindling budget. With the NHS tasked to reduce expenditure by at least £15 billion by 2014, public healthcare organisations need to lower their costs while continuing to meet government targets for efficiency, quality of service and data protection.

With technology playing an increasing role in the delivery of healthcare services, optimising how ICT is sourced, implemented and managed can result in considerable financial and efficiency savings.

Best practice processes, shared services models and proven technologies can not only help NHS organisations meet their financial targets but also improve staff collaboration and the accessibility and security of medical data. This means clinicians will be able to treat more patients and deliver a higher quality of care.

Empowering NHS staff

From diagnosing patients and accessing medical records to scheduling operations and managing bed availability, ICT is now part of the fabric of every hospital, clinic and surgery across the country.

Every day, technologies such as telemedicine, patient status at a glance solutions and digital x-ray systems help NHS staff access and share information that is critical to the delivery of high-quality and cost-effective healthcare services.

As well as taking greater advantage of such frontline systems, NHS organisations also need to ensure their underlying ICT infrastructure is secure, scalable and efficient. This means taking a standardised, centralised and automated approach to not only ICT management but also procurement.

For example, by automating core activities, such as software delivery and server provisioning, NHS organisations can achieve more with the same resource. The standardisation of hardware and software within NHS desktop and datacentre environments offers similar benefits by simplifying ICT support requirements.

Increasing efficiency does not necessarily require the implementation of new technologies. For example, by rationalising suppliers, NHS organisations can reduce the complexity associated with not only ICT procurement but also managing software licensing and maintenance agreements. Using one or two preferred providers instead of numerous suppliers will also enable organisations to take advantage of bulk purchasing discounts.

A trusted and experienced partner

Computacenter has relationships with more than 1,100 vendors, and provides a central point for procuring datacentre, networking and desktop technologies, as well as specialist NHS solutions.

Simplified procurement is just one of the many services we offer NHS organisations; as an end-to-end services and solutions provider, Computacenter's skills span the entire ICT infrastructure and lifecycle – from design and implementation to support and retirement.

We have a dedicated health team, which has an in-depth understanding of the structure of the NHS, its goals, challenges and working practices. As a result, we can help organisations meet NHS Infrastructure Maturity Model (NIMM) objectives and adopt best practice processes such as ITIL®.

We have extensive experience of delivering end-to-end ICT solutions and services to NHS customers, including East Kent Hospitals University NHS Foundation Trust, NHS Oldham, Care Quality Commission, NHS East of England Specialist Commissioning Group and NHS Blood and Transplant.

Computacenter takes an open, pragmatic approach, and always provides independent advice, working **with** ICT departments, not **around** them.



Maximising the value of ICT

With flexible commercial models, best practice processes and proven technologies, we make ICT more predictable, repeatable and affordable.

Computacenter's services and solutions enable NHS organisations to maximise the value of ICT by:

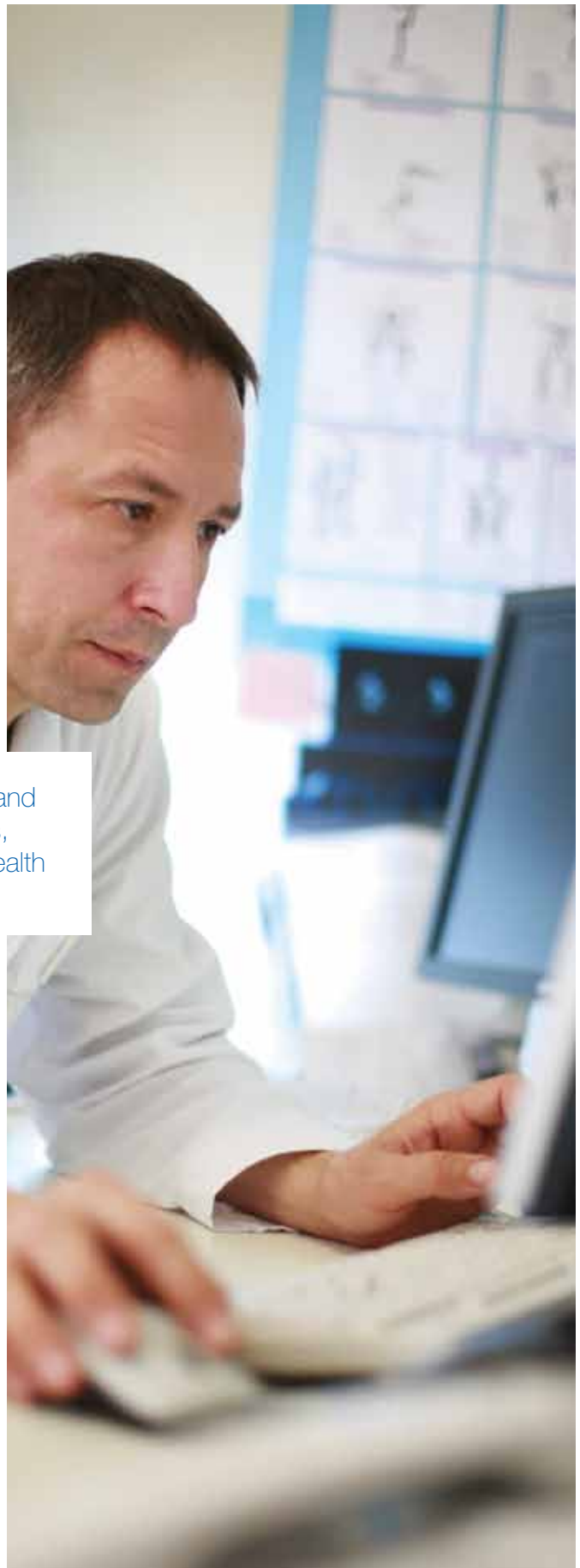
- Reducing cost and complexity
- Freeing up medical and administrative resources
- Meeting government targets and new legislative requirements
- Enhancing collaboration between remote sites
- Empowering clinicians to make faster diagnosis and treatment decisions
- Providing secure and reliable access to patient data and medical information
- Lowering power consumption and costs

These factors are fundamental to improving efficiency and governance, and enabling NHS organisations to deliver exemplary patient care.

To contact our dedicated NHS account team and find out more about our services and solutions, visit: www.computacenter.com/government/health or call us on: 0845 603 8697

Fast facts: Computacenter

- FTSE 250 company with £2.50 billion turnover in FY09
- Approximately 10,000 staff across Europe and South Africa
- More than 200 vendor accreditations as well as ISO 9000, 14000, 20000 and 27000 certifications
- Team includes 1,200 Microsoft Certified Professionals, 126 ITIL accredited service managers and 210 PRINCE accredited project managers
- Supports more than 750,000 users in 60 countries under customer contracts
- Computacenter has a 24x7x365 multi-lingual and global Service Desk operation



Source ICT: The smart way to procure new hardware and software

As a preferred supplier for Buying Solutions' Commoditised IT Hardware and Software (CITHS) framework agreement, sourcing technologies from Computacenter is fast, easy and cost-effective. We are also the only pre-approved video-conferencing supplier for NHS trusts in the South of England on the PRO-CURE purchasing agreement.

We can provide NHS organisations with access to 60,000 products from a variety of vendors via a single centralised source. Our online ordering system, bespoke catalogues and Computacenter Recommends service ensure that you can access best-of-breed products at the lowest price point.

Computacenter also has extensive expertise in software lifecycle management, with a 17-strong team specialising in helping organisations reduce the cost and complexity associated with software procurement and asset management.

From managing software renewals to benchmarking vendor agreements, our services will simplify compliance, maximise licence utilisation and increase productivity.

Transform ICT: Removing cost and complexity from new ICT deployments

Whether you need to simplify server management with virtualisation, enhance data availability with a new disaster recovery environment or enable greater collaboration with audio-visual solutions, partnering with Computacenter reduces the risks associated with transforming ICT.

With 25 years of ICT know-how, we have captured the key elements of our most successful projects as part of our Shared Services Factory, which helps reduce complexity and cost of future customer implementations.

We can help at every stage of your ICT initiative – from designing and testing the most appropriate solution to project management and training. We have vast experience of VMware and Citrix virtualisation technologies and Microsoft Windows 7 migrations, and have specialist technology practices that will ensure your projects are a success.

Manage ICT: Achieving higher service levels for a lower cost

Maintaining the level of system availability required by hospitals, clinics and GP surgeries can be costly and resource-intensive for internal ICT departments.

Computacenter offers a range of outsourced and out-tasked services that simplify the management of 'lights-on ICT' so NHS organisations can focus internal resources on improving patient care.

For example, our central service desk facility in Milton Keynes ensures end-users receive a rapid response to incidents and problems, while minimising overheads through the use of automation and self-service tools.

Whether you choose to outsource just one or all elements of ICT management, Computacenter's industrialised approach will reduce costs, improve efficiency and increase agility.



NHS Oldham boosts quality and productivity with shared ICT services

Customer:

NHS Oldham is responsible for commissioning healthcare services for 227,000 people in Oldham. These services are delivered across a variety of settings by a wide range of clinicians including doctors, consultants, GPs, nurses, pharmacists, opticians and other healthcare professionals.

Challenge:

When the organisation launched the new Oldham Integrated Care Centre, it was keen to implement more standardised and efficient systems that would enable improvements in patient care through greater access to medical applications and information.

Solution:

Computacenter is helping to put technology at the heart of the new centre. Computacenter designed and deployed the underlying network and installed 350 new desktops with power management solutions to enable energy savings of up to £41,000 in the first year alone. The trust has also signed a four-year managed services contract with Computacenter to support its ICT infrastructure.

Result:

Working with Computacenter gives the trust greater certainty and control over both services and costs. This in turn will help NHS Oldham use its financial resources more effectively and ensure quality and innovation.

“Providing the best patient care and enabling people in Oldham to live longer and more fulfilling lives is something we continuously strive for. More efficient use of technology will enable us to save money and time, which is key to improving patient care.”

Paul Lyons, Associate Director of Finance
Head of Information Management and Technology , NHS Oldham



Hospitals in East Kent improve patient care with video-conferencing

Customer:

East Kent Hospitals University NHS Foundation Trust is one of the largest hospital trusts in England, formed in 1999 when three hospital trusts merged. The trust provides comprehensive healthcare for the people of East Kent, serving a population of 720,500.

Challenge:

The trust serves a wide geographical area with more than 1,000 beds across three main hospitals in Ashford, Canterbury and Margate. The trust's clinicians frequently had to travel to attend meetings and conduct training sessions at these different sites. To boost productivity and reduce travel expenditure, the trust needed to find a more efficient collaboration method for its staff.

Solution:

East Kent Hospitals University NHS Foundation Trust partnered with Computacenter to design, implement and support a sophisticated video-conferencing solution. The solution, which has been installed at the trust's three acute hospitals, includes high-definition displays to enable clinicians to share images from the trust's PACS, such as patient x-rays and scans.

Result:

The video-conferencing solution enables faster diagnosis and treatment of patients, and improves mentoring and training for medical staff. These factors all contribute to an improved standard of patient care for the population of East Kent. The trust has also reduced travel costs and its impact on the environment.

“The video-conferencing project has demonstrated how investment in technology can help reduce costs, increase efficiency and improve patient care.”

Tracey Miles, Head of Supplies & Procurement
East Kent Hospitals University NHS Foundation Trust



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