

Royal Brompton and Harefield NHS Foundation Trust improves patient care with mobile devices aligned to workstyles



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Joanna Smith, CIO, Royal Brompton & Harefield NHS Foundation Trust

Services

- Consultancy
- Supply Chain Services

Customer Agenda

- Cost Reduction
- Risk Avoidance
- Continuous Improvement/Innovation

Customer challenge

Royal Brompton & Harefield NHS Foundation Trust (RBHT) had a vision to employ better end user computing to enable superior clinical outcomes and patient care. However, the trust’s approximately 3,000 employees were reliant on ageing workplace devices and a legacy operating system.

As a result, administrative and clinical staff were encountering IT system availability and performance issues that prevented them from accessing information in a timely manner. The trust needed expert help developing an end user computing device strategy that enables staff to spend less time on IT, less time waiting for IT and is flexible so they can access IT services wherever, whenever and however they are needed.

Computacenter solution

RBHT, which undertakes more than 144,000 outpatient appointments a year, turned to Computacenter and its impartial workplace advisory services. As part of the engagement, Computacenter talked to more than 80 members of RBHT staff to understand their IT challenges and requirements.

This enabled Computacenter to define five core workstyles and recommend different devices for each group along with other workplace transformation activities. RBHT went on to source 1,500 new Lenovo desktops, laptops and all-in-one devices from Computacenter. These were rolled out during 2014 along with Windows 7, which replaced a legacy Windows XP environment.

Results

More efficient end user computing enables RBHT staff to deliver improved patient care. With a future-proofed end user computing strategy in place, the trust will be able to ensure its staff are equipped with the right devices for their role while reducing IT support costs and complexity. RBHT also maximised its spend on workplace IT by leveraging Computacenter’s vendor relationships and bonded stock capabilities.

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