UNIVERSITY HOSPITALS OF LEICESTER (UHL) NHS TRUST CASE STUDY

"It really has a positive effect on patient care particularly in an outpatient environment where the clinician has more time to speak to the patient directly rather than having to wait for their IT equipment to respond"

- Andy Carruthers, CTO, UHL NHS Trust

University Hospitals of Leicester (UHL) is one of the largest NHS trusts in the UK. It gives specialist care to patients across Leicestershire and beyond. It routinely treats over 750 patients a day in its A&E department alone.

THE CHALLENGES

After years of underinvestment, UHL faced challenges from its ageing technology. Slow devices were holding doctors and nurses back and cutting down on the time they could spend with patients.

UHL needed to modernise its technology in a way that worked for clinicians and improved patient care. Critically it needed to do this without disrupting the operations of a busy hospital.

It also had had to maximise a budget that could only go so far. On top of this, the Trust needed a platform that would continue to give staff access to the latest technology to keep performance high. All whilst delivering cost savings over the long term.

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COMPLETE SOLUTION

UHL worked with NTT DATA, in partnership with Xeretec, to design a roll out of new technology – fully-supported under a Device as a Service (DaaS) model, for an affordable monthly price. The package involved 15,000 devices, with 6000 needing to be deployed in the first year alone, including HP desktops, notebooks and Workstations, and Apple mobile devices.

Considering the complexity of the environment, scale of the project and limitations around available IT resource within the Trust, NTT DATA and Xeretec provide UHL with a truly end to end service. The dedicated onsite team are responsible for image creation and deployment, physical assessments and consultancy, the physical deployment and connection of new technology alongside the removal of the Trust's old equipment, asset management and ongoing BAU service.

The whole operation was carefully managed to bring in the new devices in a way that would not disrupt care. This was critical. Jon Clarke, Chief Information Officer: "The hospital is a 24/7 organisation with patient care its focus. So, refreshing IT is like changing the engines on an aeroplane while it's still flying."

DaaS gave the Trust access to the latest technology, without the costs and depreciation of owning devices outright. Andy Carruthers, CTO at UHL explained: "Device as a Service allows us to smooth the finance over the years of the contract rather than having a spike in investment every time we need to refresh equipment across the Trust."

HAPPIER CLINICIANS. BETTER CARE

Faster logins, single sign-on and virtual desktops all make relevant data just a tap away for clinicians. The knock-on effect is an enhanced experience for patients. "It's about the end user experience", said Jon Clarke. "We wanted a clinician to be able to work on any machine at any time".

SMOOTH DELIVERY OF MODERN TECH

UHL chose HP and Apple devices that ticked all the right boxes. Small in size, they maximise desk space. They're also lightweight, with a long battery life, for clinicians working on the move. Meanwhile, the underlying tech lets the Trust deploy new features or resolve issues with ease. Jon Clarke, CIO: "Where in the past it would have taken a long time for us to package and roll out changes, we can now deliver that through virtual desktops."

What if there is a problem? The Trust can centrally manage all devices to react quickly if there is an issue. There's also help on hand if the devices are out of action. "The service package is really important for us. We know that if equipment is broken, we're able to replace it or get repairs."

NEW THREATS. LATEST DEFENCE

Hospitals deal with sensitive data and personal information, making security key. DaaS gives UHL the most up-to-date HP hardware, as well as giving access to Windows 10 Pro. This combination ensures UHL have the most secure technology platform available. UHL needed to be proactive in the aftermath of the Wannacry attack in 2017, and DaaS brought the trust in line with the Windows 10 mandate well ahead of time.

A TRUST WITH CONFIDENCE

Through DaaS, UHL has gone from underinvestment to a costeffective modern platform – enhancing the staff experience, and allowing them to deliver better care.

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Our selection process handpicks a range of solutions and service options in addition to offering off the shelf technology products. We provide bespoke solutions addressing digital workspace and communications, through to process automation.