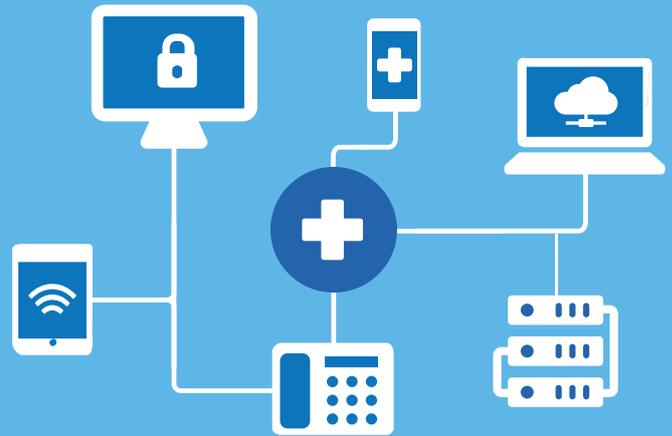


CASE STUDY

## GENERAL INFRASTRUCTURE SUPPORT



## Novell Appliance provides a cure for NHS Hampshire

### The Project

Andy Eyles, Associate Director – head of ICT Primary Care for NHS Hampshire, explains: “Every practice has its own clinical system and uses Microsoft Office and other clinical related applications. We wanted to implement the Novell Appliance as part of our strategy to reduce costs, improve service delivery and reduce our carbon footprint.”

The system is directory-oriented and managed centrally. This means that all of the assets on the network can be monitored, upgraded and supported remotely and removes the need for engineers to visit GP practices. NHS Hampshire and HC can see exactly where each PC and server is and what they are running. “We can now deploy new versions of software or a new application very quickly, often overnight” says Andy Eyles.

“In the past these processes would have been very intrusive – now they can be performed when the practice is closed. Not every practice has IT skills in-house but that is no longer a problem, as we now have a much more dynamic infrastructure in place and all systems can be managed remotely. It’s much more convenient for practice staff and for our patients.”

The small form Fujitsu servers used in the practices are also unobtrusive, adding to the convenience of the system.

### A Record of Success

The solution has had an enthusiastic welcome from GPs and Practice Managers across Hampshire. Mick Smith is IT Manager at Fordingbridge Surgery, which was one of six practices involved in a pilot study for the new system.

Mick says: “Most surgeries don’t have a Data centre but the small form factor of the Fujitsu TX120 means it can fit in anywhere. More and more IT systems are web-based so it makes a lot of sense to have a system that can be used to manage and upgrade applications remotely, and this solution means we have no disruption to day-to-day work in the surgery.”

### About Us

Healthcare Computing Ltd is a leading provider of IT support solutions to primary care settings across the UK, with an exceptional knowledge of the primary care IT infrastructure, a highly qualified team of experts and excellent customer service to over 700 GP Practices across 25 CCG’s and support over 20,000 users.

## The challenge

NHS Hampshire supports 147 GP practices spread over more than 200 sites. It has worked with HC for over 10 years to implement and manage its GP IT estate, which includes over 3,600 desktops and more than 300 servers.

In early 2009 NHS Hampshire wanted to find a way to support their GP Practices more efficiently whilst reducing the cost to the local health community and impact on the GP practices.

## Solution Components

- Primergy TX120 servers
- Novell NHS Appliance
- SUSE Linux Enterprise Server 10 SP2
- Novell Open Enterprise Server Version 2
- ZENworks Configuration Management

## Customer Benefits:

- Remote software deployment
- Reduced time & costs of deploying software
- Minimised disruption / downtime to practices
- Remote software & hardware inventory management
- Lower cost of ICT management
- Remote management of upgrades
- Reduce NHS Carbon footprint – no visits required

## The solution

The Novell Appliance was developed by Novell to meet the needs of organisations with a high number of remote locations. It is combined with small form factor Fujitsu TX120 servers to provide an infrastructure that can be centrally managed, avoiding the need for disruptive and expensive site visits.

HC worked with NHS Hampshire to roll out the Novell Appliance to all of its sites. The whole network can be monitored, updated and remotely maintained from a Central Management Directory (CMD).



“We wanted to implement the Novell Appliance as part of our strategy to reduce costs, improve service delivery and reduce our carbon footprint.”

Andy Eyles  
Associate Director – Head of ICT Primary Care  
for NHS Hampshire

# Do you want to know more about what Healthcare Computing can do for you?

Visit [healthcarecomputing.co.uk](http://healthcarecomputing.co.uk) for further information or call **0845 0346344** to speak to one of our team members.