

**CASE STUDY**  
**IT NETWORK  
& DESKTOP  
SUPPORT**

## Dorset CCG implement enhanced GP IT support service through Healthcare Computing

### Background

In 2014, NHS Dorset Clinical Commissioning Group (CCG) opened a tender process to find a GP IT Service Provider. After a lengthy tender process, Dorset CCG chose Healthcare Computing to be their IT Partner, providing a GP IT support and development service for the CCG and its member practices. HC was chosen to continue with its GP IT support after years of successful provision in the East of Dorset. The new contract extended the support to the whole of Dorset CCG and included services such as NHS Service Desk, onsite Engineering, planned Hardware Replacement programmes, Remote Network Monitoring, Online Backup, centrally Managed Antivirus, Remote Working solutions, Clinical System migrations and Practice mergers.

### About Us

Healthcare Computing Ltd is a leading provider of IT support solutions to GP practices, CCGs and CSUs 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 supporting over 20,000 users.

### Challenge

When Dorset CCG opened the tender process, they were looking for a partner that could provide the highest levels of service with a proven track record in delivering first class GP IT Support services. The SLA's set out within the tender by Dorset CCG were extremely challenging - most fix and response times being 50% improvement on those recommended within the GP IT operating model.

*"When we went through the process of selecting a provider for these services we wanted someone with a proven track record in supporting primary care IT, with whom we could establish a real partnership to support practices across the county. We were confident that Healthcare was able to provide this and we are very satisfied with the services delivered."*

*Alan Betts, Deputy  
Director of Performance  
and Informatic NHS  
Dorset CCG*

The transition process with Healthcare Computing went extremely smoothly in all areas and the CCG were delighted with the results. In a recent survey sent to the GP practices asking about their level of satisfaction during the transition process, 100% of the practices stated that they would recommend HC services and solutions to others with 90% stating that Healthcare's services are better than previous providers.

### **Solution:**

The GP IT Support service delivered by Healthcare Computing includes a wide range of support solutions, including Remote Network monitoring and management, managed Online Backup service, secure Remote Working solution, Phone, remote and onsite Support, Managed Antivirus, Project and Change Management.

All Healthcare Computing's expert Engineers and Service Desk technicians have had specialised training and are therefore able to answer any queries quickly and effectively, with some 75% calls closed remotely and 99% resolved within SLA.

### **Benefits:**

- 75% calls resolved remotely reducing impact on staff and patients
- Customer Satisfaction levels of close to 100% Over 99% of calls resolved within enhanced SLA's
- Prince 2 Project Management of all projects
- ITIL change management service
- Reduced practice downtime due to remote network monitoring and proactive service management



### **Quick facts:**

- Dedicated to delivering GP IT services
- More than 20 years GP IT expertise
- Over 700 sites and 25 CCGs supported
- One constant through the NHS changes
- IGSOC compliant
- Nationally accredited service desk
- ISO 9001:2008 quality assurance accredited
- Multiple N3 connections for remote support

## **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.