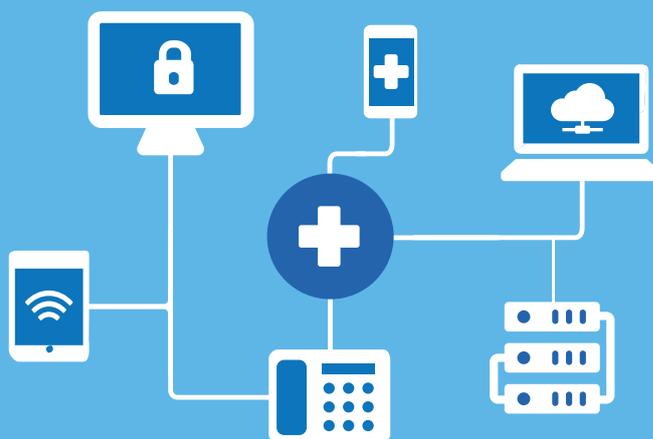**CASE STUDY**

GENERAL INFRASTRUCTURE SUPPORT

Wessex LMCS and Healthcare Computing

When Wessex Local Medical Committees (LMCS) identified a need for an improved infrastructure to enhance business processes and to support communications to their many members, they put the project out to tender. Healthcare Computing Ltd was selected from six shortlisted companies to project manage and implement a whole new system, due to their relevant experience and expertise.

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.

Background

Wessex LMCS supports thousands of GPs across 450 practices in Dorset, Hampshire, the Isle of Wight, Wiltshire and the Channel Islands. As the only elected and representative body of local GP opinion, Wessex LMCS deals with 8 PCTs and 20 different hospital trusts across its designated areas, and provides a diverse range of services to its members.

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.

"Communication is at the heart of everything we do and our old system was no longer responsive to our needs. We needed to move forward with a new database and email system, and away from Lotus Notes and a bespoke database. The project specification was multi-stranded and complex and included hardware, software and system updates, as well as the need for a new CRM database. We chose Healthcare Computing because we knew they had vast expertise in this area and we had enjoyed working with them before."

Wessex LMCS's Medical Director Dr Felicity Shaw

Advanced Technlology

Once Healthcare Computing had been selected, the project team started work on rolling out a designed solution for the LMC. Ed Bramall, Healthcare Computing's project manager says: "Wessex LMCS was trying to improve processes and communication but their IT system was not capable of the upgrade required to meet their needs. The highly sophisticated solution we implemented was forward thinking, scalable, resilient and easily upgradable. The customer wanted a solution they
can rely on and one that will be developed as their need evolves. Choosing products from Microsoft and VMware guaranteed future development and allowed us to easily integrate together the different services Wessex LMCS required."

Using the latest VMware virtualisation technology, Healthcare Computing's team was able to run multiple virtual servers on two physical servers connected to a separate storage area. This means that if one physical server fails, the other will pick up any machines and mount them, removing the reliance on the server hardware and providing resiliency.

Healthcare Computing implemented switch and server monitoring to support Wessex LMCS's infrastructure. The team created a harePoint site for intranet and document management and a web interface to provide remote access for Wessex LMCS's staff to access the CRM system, e-mail and SharePoint, enabling all types of remote access in a common user interface they were familiar with. This was important for supporting the LMCS's remote workers: "Half our team are remote workers and it is vital for us as an organisation," says Dr Shaw. "They need the same access to systems, both in and out of the office." As the LMCS also had a requirement for a new CRM, Healthcare Computing advised using Microsoft Dynamics, and worked with a partner to implement the system. The team also integrated the phone management software into the CRM to enable quick access to contact records.

Premium support

Healthcare Computing designed a new support service for Wessex LMCS: Platinum Support. This service includes a wide range of premium support options, including remote management and a priority number for the LMCS to call. All Healthcare Computing's designated engineers have had specialised training and are therefore able to answer any queries quickly and effectively.

Wessex LMCS is delighted with the completed project. 'Healthcare Computing were excellent and more than delivered. On top of that they were a pleasure to work with. Our project manager was excellent, very professional and made a potentially difficult project completely painless for us' says Dr Shaw.

"We now benefit from much more robust, automated systems and excellent communications. With most of our medical directors out and about and needing interconnectivity, we can completely rely on our new infrastructure." Nigel Watson, Chief Executive, Wessex LMCS says "I have worked with Healthcare Computing for a number of years as the provider of IT software and hardware support to my surgery. The service has always been excellent both in terms of timeliness and also providing solutions to problems we have had.

Nigel Watson, Chief Executive, Wessex LMCS says "I have worked with Healthcare Computing for a number of years as the provider of IT software and hardware support to my surgery. The service has always been excellent both in terms of timeliness and also providing solutions to problems we have had. As a Local Medical Committee we had poor service from two previous providers and changed to Healthcare Computing and, since then, have undergone major system upgrades, and replacement of software and hardware. Their help, advice and project support was excellent. The software solution that we chose did not make things easy but solutions were found to all the problems we threw up. As an organisation, the LMCS represents 3,000 GPs working in 450 practices; the majority receive support from Healthcare Computing and I am aware of the strong support the organisation receives from practices."

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

Visit **healthcarecomputing.co.uk** for further information or call **0845 0346344** to speak to one of our team members.