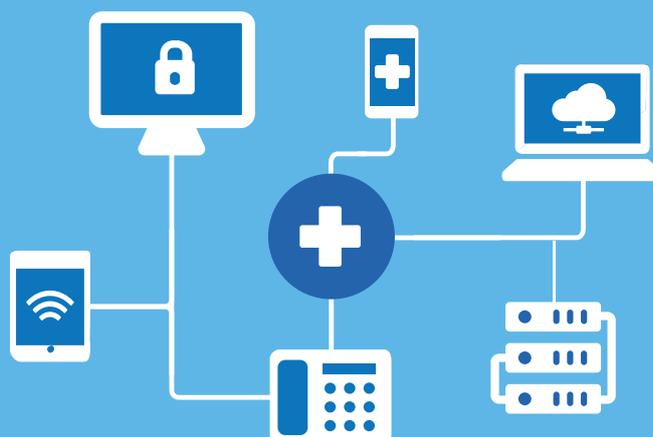**CASE STUDY**

ASSET MANAGEMENT & REMOTE MAINTENANCE

Coventry and Warwickshire save time and money with Asset Management & Remote Maintenance

Coventry and Warwickshire Partnership Trust has reported significant time and cost savings since rolling out HC's asset management, remote maintenance and deployment solution. The Trust, which provides IT services to NHS Coventry and supports primary care computing in the area, worked with HC to implement the solution across NHS Coventry's 68 GP Practices.

About Us

In 2010, Coventry and Warwickshire Partnership Trust identified a requirement for a more streamlined approach to its services in order to ensure full compliance with NHS Connecting for Health standards and to provide adequate IT services to general practices as part of the GPSoC programme SLA. Over some years the Trust had increased the scope of services it provided to practices, to include document management, GPSoC standards and tape verification, as well as providing services to every new practice that joined the Trust. Although the scope had vastly expanded, the budget allocated to the Trust had remained the same. The Trust put together a tender for the provision of total asset management and tracking, complete network management, remote maintenance and deployment solutions. After a tendering process, the Trust chose HC to run a deployment programme across its estate. The Trust chose to work with HC because of their unequalled expertise in this area and positive customer feedback.

Deployment

The Trust started to roll out the network management, remote maintenance and deployment solution in December 2010, and from January 2011, all calls started to be handled remotely. The deployment of the programme took just under 3 months to complete, with the last site completed in March 2011. Yusuf Bhayat is Coventry and Warwickshire Partnership Trust's Networking Service Manager and managed the project within the ITC: "All inventory data is now sent securely to the management location, on a manageable schedule, making it very easy to get accurate and up to date information on every device within the primary care estate. New devices added to the network are automatically discovered and it is now possible to easily deploy new applications. In addition, we now are able access web- based dashboards which provide an at-a-glance status of every appliance within the PCT."

"We have been really impressed with the results of the deployment and HC. The time we save by using our new solutions, enables us to focus more of our engineering resources on delivering better quality support to the practices."

Yusuf Bhayat, Networking Service Manager, NHS Coventry

Time and cost savings

The Trust's Benefits Realisation report has demonstrated that since the deployment, support to GP surgeries has been enhanced, along with an improved resolution of calls and reduced travel to sites. In addition, the deployment of software packages can now take place over the network, saving time and resources.

The report details that the number of site visit call-outs has reduced by almost 50%, resulting in time savings travelling to and from sites. In addition, savings have been calculated for remote software installations.

For example, the installation of Microsoft Office to every Coventry GP represented a saving of 25 days' engineering; while the installation of Desktop Shortcuts and applications for Evolve again saved 25 days of engineering.

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 15 years GP IT expertise
- Over 700 sites and 25 CCGs supported
- One constant through the NHS changes
- Data Security and Protection Toolkit compliant
- Nationally accredited service desk
- ISO 9001:2008 quality assurance accredited
- Multiple HSCN connections for remote support

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