

NHS organisations

# HC - YOUR TRUSTED NHS & GP IT PARTNER

Healthcare Computing is a specialist provider of GP IT Support and Solutions. We have been supporting GP Practices & CCGs IT for over 20 years



## MULTI AGENCY WIRELESS SOLUTIONS

Our team of NHS IT experts work with customers to scope, design, plan and deliver a secure, centrally managed WiFi infrastructure solution, to overcome challenges in the use of mobile devices and to enable clinical users to seamlessly roam across local health organisation locations. Saving time, realising improved efficiencies and fully empowering care givers by connecting easily and seamless to their systems from any site to drive adoption and usage across the various organisations and user groups within local health locations.

## DIGITAL TRANSFORMATION PROJECTS

We can deliver efficient large scale projects on time and on budget, accelerating your delivery times to meet your Digital agenda and minimising impact, keeping end users satisfied. Using tailored Digital Prince2 and Agile methodologies in line with the Digital Services Design Manual, our teams of experts work with your organisation to build agile, user-focused and multidisciplinary teams to assist in delivering your digital services using the following phases: Discovery, Alpha, Beta, Live Retirement.

## DIGITAL INFRASTRUCTURE SERVICES

Our team of experts with years of NHS & GP IT experience can work with your teams to scope, design, build and deliver successful IT Infrastructure projects to achieve digital maturity ambitions. We offer: Technical Infrastructure Design and Build, Consultancy services, Microsoft Architecture Design and Build, Cisco Consultancy and Engineering services, Network Services and Consultancy.

### Benefits:

- Cost savings
- Workforce efficiencies
- Secure, Data Security and Protection Toolkit completed
- Scalable managed WiFi infrastructure
- Local wireless deployments
- Analytics

### Benefits:

- Rapid mobilisation
- Full project documentation
- Project reporting
- On time on budget
- Volume discounts

### Benefits:

- Pay as you use resource
- Expert NHS IT knowledge
- Flexible resource
- Rapid deployment
- Proven track record

# Healthcare Computing

Your trusted NHS IT partner

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healthcarecomputing.co.uk

## GENERAL INFRASTRUCTURE SUPPORT

Our team of experienced specialists provide end-to-end NHS and GP IT Infrastructure Support services to improve uptime and minimise critical IT services disruption. We provide centralised IT Infrastructure Support services backed by SLAs and KPIs for networking, remote access and storage. Our support service can integrate with your existing support teams as a top up 3rd line service to provide a seamless support solution whilst minimising your organisation's fixed staffing costs.

### Benefits:

- Agreed SLAs
- Remote support
- Configuration management
- Change management
- Proactive monitoring
- Scheduled maintenance

## IT INFRASTRUCTURE MAINTENANCE

Our Proactive solutions provide our clients the power to reduce their day-to-day support running costs, freeing up IT budget and resources and creating peace of mind. We can implement a Proactive Monitoring solution to protect the vital components of your IT network infrastructure, enabling you to reduce costs and allowing your end users' IT systems to run more smoothly. We have the expertise and the solutions to manage your infrastructure's health and performance 24/7, and the ability to identify and prevent potential problems before they occur.

### Benefits:

- 24/7 Monitoring
- Increases uptime and availability
- Resolves issues before quality of service is impaired
- Notifies key support groups

## SECURE ONLINE BACKUP

Our Backup for NHS organisations provides an online backup and recovery service which simplifies the management of offsite backups. A managed service which takes the stress out of securing your data and significantly reduces the risk of data loss and disaster recovery times. The solution automates the entire backup process with consistent and regular data backups while safeguarding the confidentiality of data through robust, industry-standard encryption.

### Benefits:

- Reduce staff overheads
- Reduced hardware costs
- Fully managed Service
- Exceeds NHS Digital security standards
- Data Security and Protection Toolkit completed
- Live in over 300 NHS locations

## NHS MAIL MIGRATION SERVICES

Our consultants can plan and deliver your organisation's migration to the NHS Mail platform seamlessly and efficiently. We can also assist with leveraging the benefits of the new NHSmail2 platform such as Skype business messaging and OneDrive.

### Benefits:

- Save time, money and effort
- Minimise disruption to users
- Skype business messaging

## SUPPORT FOR GP CLINICAL SYSTEMS

Reliable technical support required for local and hosted clinical servers, spoke and related systems to ensure robust available clinical systems. We work with relevant clinical system suppliers to efficiently restore services in the event of a system failure.

### Benefits:

- Cost effective pricing model
- Local onsite resource
- 99% SLA performance
- Remote HSCN desktop access
- Incident and SLA reporting

## DESKTOP MAINTENANCE & SUPPORT SERVICE

HC provide a comprehensive locally focused onsite and remote Desktop Support service for workstations and laptop devices. Our services include installation and support of all computer hardware and peripheral equipment related to core NHS and GP IT. We use a local delivery model incorporating local engineering resource, and local warehousing for service replacement stock. All service engineers are experienced in NHS and GP IT Systems, DBS checked and have completed Data Security and Protection Toolkit accreditation.

## LARGE PM & DELIVERY SERVICES

We can deliver efficient large scale projects on time and on budget accelerating your delivery times to meet your Digital agenda and minimising impact, whilst keeping end users satisfied. Using tailored Prince2 and Agile methodologies we control and deliver projects from beginning to end that initiate quickly, keep stakeholders informed and complete on time.

## IT PROCUREMENT & LOGISTICS SERVICE

HC provide a comprehensive procurement service offering flexible invoicing and terms to meet customers' needs and facilitate rapid project initiation. Our team have access to and are on relevant NHS frameworks to simplify procurement and meet your procurement team's rules and needs. HC also use the Tradeshift e-invoicing platform to assist in simplifying procurement process and rapid invoice turnaround.

## IT TRAINING SERVICES

Our team of experts can deliver bespoke onsite or online IT Training to compliment Digital Transformation Projects to assist end users through change, minimising the impact of new systems and software; for example, transitioning to NHSmail2, Windows 10 or Office 2016.

## NHS DIGITAL ACCREDITED SERVICE DESK

Providing users with a single point of contact for all NHS and GP IT – our Service Desk will triage and manage incidents, problems and questions for users. We support NHS national applications and GP IT software and are accustomed to dealing with all NHS software, hardware suppliers and support teams. Data Security and Protection Toolkit accredited with HSCN connections for user initiated remote support over HSCN providing users with instant access to the help they need.

### Benefits:

- Reduce cost
- Local resource model
- Agreed SLAs
- 96% positive feedback
- 99% SLA performance

### Benefits:

- Rapid mobilisation
- Full project documentation
- Project reporting
- On time & on budget
- Volume discounts

### Benefits:

- NHS frameworks access
- Tradeshift e-invoicing
- Flexible terms
- End to end logistics
- Warehousing

### Benefits:

- Bespoke focused sessions
- Onsite training
- Web based training content
- Creation of manuals & guides

### Benefits:

- Cost effective pricing model
- 96% positive feedback
- 99% SLA performance
- 50% first time fix
- Incident and SLA reporting
- Remote HSCN desktop access

## MOBILE WORKING SOLUTIONS

Our team of NHS IT experts work with customers to scope, design, plan and deliver central, scalable infrastructure and VPN solutions to overcome challenges of remote working. Our infrastructure experts can centralise data and implement Virtual Desktop Infrastructure for a seamless access to systems and data from disparate healthcare sites, or from workers' homes.

### Benefits:

- Cost savings
- Workforce efficiencies
- Secure, [Data Security and Protection Toolkit compliant](#)
- Data and systems available anywhere
- Scalable infrastructure

## OFFICE 365 & MICROSOFT CLOUD

Our consultants are skilled at migrating users to Office 365 services and follow industry and vendor best practices throughout the migration process to ensure a secure and efficient service. We can help scope, design and deliver a full migration or partial services, to compliment your existing on premise Microsoft services.

### Benefits:

- Cost reductions
- Consolidation
- User access everywhere
- Secure & reliable systems
- Redundancy

## ASSET MANAGEMENT & SOFTWARE LICENCING

We are experts in Asset Management across disparate sites residing on the NHS network. We can implement and manage your asset management solution and provide 95% accurate reporting.

### Benefits:

- Capital Asset reporting
- Asset planning
- Improved budgeting

## ROUTINE PM & CHANGE SERVICES

Our change teams have years of experience of managing routine projects and changes in NHS and primary care gaining 96% positive user feedback. Our teams of experts can plan, manage and execute: Hardware Estate Refreshes, Practice Moves and Mergers and Clinical Migrations.

### Benefits:

- Pay as you use
- Flexible, reactive resources
- Last minute resource
- Engineering services
- Practice moves & migrations

## HSCN DATACENTRE

Working in partnership with leading HSCN-connected hosting providers we can scope, design, build and migrate your infrastructure to Private and Public Cloud based Datacentres to centralise, protect and enable data accessibility for all users.

### Benefits:

- Cost reduction through consolidation
- Data protection accessible from anywhere and any time
- Virtualisation & centralisation
- Resiliency

# 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.