

## PROJECT MANAGEMENT & CHANGE SERVICES



### Testimonials

*"I just wanted to feedback again what an excellent service Healthcare Computing provide! This morning your engineer has been out to visit our site and sorted out two issues that we had – one with a printer and the other with an IP address. He also provided me with invaluable training/guidance on Brother printers, which I have to say have always frustrated me! A very knowledgeable man and a credit to the HC team. Thanks for your help."*

*"The engineer that visited was excellent - very knowledgeable of all our clinical systems outside SystmOne which sometimes our local engineers aren't. He can come again!"*

*"We have been impressed with the efficiency the technician assigned to do our PC refresh. He was unobtrusive, very efficient, helpful, tidy and quick to remedy any problems that cropped up on new PC's. We really barely knew he was here and managed to install around 18 PC's with no interruption to anyone! We are appreciative of his work done here."*

*"The engineer was extremely efficient, hardly any disruption to staff and worked with me to ensure the planning of these PC changes worked with the work load of the practice."*

*"Just a quick email to say a big thank you to the engineer who came to our GP Practice and sort out my computer. FANTASTIC!!! Been struggling with it for some time now perfect."*

*"I have worked with HC for many years and there has never been a time when they have not provided excellent service. The engineer who carried out the PC Refresh was excellent, he was amenable to the access of the GP's rooms and worked around the times they were available."*

*"We have received nothing but great support from the staff that attend our practice to deal with all of the project work and support. The service received from them is excellent."*

*"The engineer was amazing. His attitude, knowledge and demeanor is most welcome in General Practice. We work under immense pressure these days and HC engineers ALWAYS come in with a pleasant and positive attitude, causing the least amount of disruption and getting the job done without any issues arising afterwards."*

*"The engineers on site were excellent, very helpful and dealt with many issues that were raised. Initially there was a delay starting due to monitors not being delivered, which was an inconvenience as this was a Friday and is our quietest day, meaning many rooms were available. However the level of disruption overall was kept to a minimum."*

*"What a wonderful service we get from your team. Quick and efficient your engineers are always so helpful when they visit."*

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*"We wanted to say a big thank you for all your support over the last weeks, helping us get full services back at Victor Street in such a timely manner."*

*"Only called that morning and the Engineer came in a couple of hours later, he was very good and got on with this printer problem as he was unable to start what he had come in for."*

*"We had a visit from one of your engineers today and I would just like to say how helpful he was. I had logged a call about a printer issue but once people knew he was in the building he had a list of requests which he very kindly tried to deal with in the time that he had before his next job. He was so helpful which is very much appreciated from someone who has very little IT knowledge like myself."*

*"I just wanted to express my appreciation for the great work carried out by one of your engineers. He understands our organisation and IT and has assisted us in getting our system up to date and to help the team with their queries. I wanted you to know we appreciate his input and would request he is involved with our queries going forward where possible."*

*"I was very impressed with the speed and efficiency this issue was dealt with. The engineer was very knowledgeable and was able to diagnose and resolve the problem quickly."*

*"Very helpful and calm, went out of his way to help, did not mind when I had to talk to patients as I was on my own at the reception desk."*

*"Engineer completed 3 jobs while he was here as they were urgently needed, I had put the request in that morning, very pleased."*

*"This was resolved in the same day as being logged. The engineer arrived promptly and fixed all remaining laptops (which had previously been an ongoing issue). Very happy with service provided and the engineer always goes out of his way to provide that 'extra mile'."*

*"The engineer has been brilliant with the problems we have recently been experiencing. It felt like he was working above and beyond what we could expect but his reply was 'I was only doing my job'. He does like to leave us knowing he has given of his best and that we are happy and satisfied with the outcome."*

*"The engineer dealt with our issue promptly and effectively, going above and beyond to download software to our computers to replace the broken fax machine. He was also incredibly patient with the staff members on duty and spent time training staff how to use the new software. Very pleased and grateful for the engineer's help!"*

*"I would just like to send my thanks to all parties involved in the planning and move of our comms cabinet and server over the weekend. It was well planned and executed, but above all there was very minimal disruption to the practice. It was a big job and they worked hard to complete the job within the timeframe. I had my concerns regarding the telephone system, however on Monday morning everything was working perfectly. Please pass on my thanks to all involved."*

*"Your team were VERY professional and went above and beyond to ensure we were back up and running without delay, they have helped us identify many issues, some which may have been impacting on our speed / resilience! I haven't been onsite today, but I haven't heard of any issues – thank you and your team!!"*

*"Today I have had one of your engineers here, what a lovely gentleman he is! I have spoken to him a couple of times on the telephone, and have to say meeting him today was a pleasure as he was great at sorting the problems out here. I think HC are fabulous, always helpful when I ring for any assistance and even if I am pointed back to the Countywide IT – it is done in such a professional manner. I can also say that once I was in work on a Saturday and had problems, never for one moment thought I would get a response by ringing the support line, but I did and it was great! I just wish HC dealt with the whole lot, instead of just the server side of things. Thank you for great support!"*

*"I'd just like to put 'pen to paper' (if I had a pen or a piece of paper!) to let you know what a complete godsend your engineer was today! I was in slight 'headless chicken' mode when I had to report a down server to our IT Helpdesk, because normally we're put in the queue and someone will be out when they've got a space in their diary! But much to our amazement, the engineer walked in the door within about 20 minutes and just set to work. Sometimes we come across this insane attitude that EVERYTHING must work straight away, instead of just trying to find a quick workaround to get people up and running with the minimum amount of software to actually function – that's exactly what the engineer did for us – whilst in the background working on the actual full solution. Within about half an hour we had a work around sorted and individual PCs up and running on SystemOne, so that Doctors and the Nurses could do their clinics. Absolutely brilliant!"*

*"We wanted to thank both your engineers for their hard work with their dispensary/pharmacy move. They worked hard to get everything moved for them a few weeks ago and were brilliant."*

*"I would like to acknowledge the engineers' sterling work for us last Thursday. He was brilliant, nothing was too much trouble for him. He is an asset to HC and very personable and helpful."*

*"Just a brief message to praise one of your technical guys who visited our GP Practice last week to install a new printer. He rang in 1st to ask when was convenient to call by so he didn't interrupt a GP and clearly not waste any of his time. He worked efficiently and even helped out with a few other niggles we had in the branch too. Really impressed with his knowledge and great attitude. People nowadays are quick to complain about bad service and yet rarely praise good! Thanks!"*

*"Our GP Practice migrated from Vision to Emis last week. I just wanted to let you know that your engineer was absolutely outstanding during the whole process, and a credit to HC. He arrived early, worked with the Egton engineers, liaised with the CSU and, at the same time managed to liaise with myself and all the staff at the Practice. It was a difficult time for us as we were swamped with various engineers and trainers, and at the same time we were trying to run a busy surgery. The engineer fitted in with the staff needs and worked around us. Although, I did thank him for his hard work and patience at the time. I really think that he went the 'extra mile' and wanted you to know."*

*"I would just like to say how polite, helpful and professional was the engineer that came yesterday to install a new PC. It was a pleasure to have his presence in the surgery, he was more than happy to help me with any problem that I needed help with."*

*"Brilliant service as always. Dealt with the problem swiftly, engineer came out next day and sorted problem. Many thanks!"*

*"Just a quick note to say that I am very pleased with the excellent work that your engineer did. He really exceeds expectation."*

*"To the engineer, thanks you so much for all your hard work getting the IT project completed. You have been willing to help, going above and beyond, always available to us and with good humour."*

*"Your engineer gave our reception printers a really good overhaul after our reception re-fit meant we linked different computers to different printers. Printing was standardised so that hot desk staff are able to print from wherever they work. He worked methodically through reception and now everyone can print prescriptions, print to their local printer and the networked colour printer - fantastic job, thank you."*

*"The Engineer was very thorough with setting up the new computer, but met many difficulties during the process, so the job took a considerable amount of time. He was methodical and patient with all the difficulties he encountered and gave me time to ensure that I was happy with the new set up, including adjusting screen ratios and brightness and ensuring the foot pedal and headphones were working."*

*"The engineer that has popped out to the surgery the last few day has been great, professional and extremely efficient."*

*"I wanted to feedback and say thank you to the Engineers that we're onsite across both Beggarwood and Rooksdown this weekend. Their hard work, professionalism and expertise was noted and very much appreciated. Kind regards."*

*"Your engineer always goes above and beyond our expectations, and we will always request him whenever we can. He is a hard worker and will always find a solution to any problem, which is why we continue to have so much faith in him. He really is a credit to your team."*

*"We found the whole thing very efficient and the engineer was great and very understanding of our 'room' issues here! He tailored the programme to work around us and was really helpful and mindful of the concerns of certain individuals around their 'special' software i.e. pay roll, ECG etc."*

*"Engineer attended OxFed Health and Care today to predominately solve our ongoing WiFi and shared drive issues, but alas also helped with a multitude of problems and issues! I'm happy with the experience received from HC, you deliver excellent service, with sound IT knowledge, plus your engineer went above and beyond by helpfully constructing a User Guide to assist us with future WiFi set-ups."*

*"Your engineer was extremely helpful and knowledgeable. He was very approachable and happy to correct some other minor issues that other staff had within the Practice whilst waiting for his program checks to finish. He kept us fully informed throughout the whole process on what to expect and the way forward if the freezing issue didn't resolve. Obviously an indispensable member of the HCC team!"*

*"Always pleasant and cheerful, minimal disruption to our work when an issue is being resolved, always happy to look at other issues that have arisen whilst at the Surgery ~ always trying to fix them whilst on site where possible. If not possible, we are well informed of his next visit and he will try to find us a solution for the interim period."*

*"Your engineer, very kindly at short notice (and out of working hours), dialled in on my colleagues' PC and resolved an issue we always have with the IRIS Payroll software. He has always resolved this problem for us, and he has yet again gone above and beyond for us here at our surgery. He is patient and approachable, and will always find a resolution to any problems we have. You have many excellent engineers on board, but I feel with how much he has helped us in the past, it really needs acknowledging of how much of a credit he is to your company. Many thanks, and kind regards."*

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*"I just wanted to thank you, and say what a pleasure it was to have your engineers on site to conduct the PC Refresh & Windows 10 Upgrade. This time round it was a seamless transition, with absolute minimal disruption to those in the surgery. The installations were quick and the GP's were very happy with the outcome. This is the type of customer service I have grown accustomed to from HC, so thank you again for your professionalism, quality of work and friendly, helpful engineers."*

*"We've just completed a PC Refresh of a dozen of our computers to Windows 10 on both of our sites, I just wanted to let you know what a really good job the engineer has done for us here. The switch over was done with minimum interruption (except that due to snow!) and he put a lot of care and attention into making sure everything was installed correctly and that users were happy. While he's been here as well he's fixed a few other niggling things which it has been good to get sorted and provided me with useful information that I needed about our configuration. He's been great to work with and we enjoyed having him on site. I'm very impressed with HC in general, but felt it was time for specific feedback!"*

*"The engineer was excellent, please thank him for his work. Very knowledgeable and helped to resolve a couple of issues. Thanks."*

*"Excellent work from the engineer, he turned up on time, very thorough on what was a bit of a challenging issue. Kept me informed all the way and very helpful on other IT matters. A pleasure to work with."*

*"As usual a pleasure to have your engineers on site, such a nice guy, so helpful, always solves the problems, nothing to much trouble. Brilliant, Brilliant, Brilliant."*

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

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