



East and North Hertfordshire CCG | UK | Healthcare

Dimension Data deployed a **combination of scalable and cost-effective solutions** to enable a level of patient care that **matched the impressive nature of the new state of the art hospital.**



‘Due to the sensitivity of the data accumulated by our services; **security is paramount.** Dimension Data fully understood this and has been able to **help us provide better security around patient data across our network infrastructure, while also keeping downtime to an absolute minimum**’

Phil Turnock, ICT Shared Services Director at NHS Hertfordshire, Bedfordshire & Luton ICT Services.



Challenge

- This brand new hospital needed an underlying IT infrastructure to match its state-of-the-art facilities
- As a high profile project with a tight timeframe, the deployment – which spanned the hospital’s entire IT infrastructure – was under close scrutiny. It needed to be completed on time, on budget and to the required standard
- The new QEII Hospital is located next to one of the CCG’s existing hospitals. The IT systems for both hospitals had to be seamlessly integrated with no impact on clinical services
- As a major health provider, the CCG has zero tolerance for network downtime or IT security incidents

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Solution

- Dimension Data was selected to design and deploy a scalable IT infrastructure that was not only cost effective, but could also support the next generation of health tech solutions
- A Cisco-powered wireless network ensures round-the-clock access to patient data from anywhere in the hospital, including at the bed side
- A next-generation ID and access control platform ensures that patient data can only be accessed by authorised personnel
- The telephony solution from Alcatel-Lucent boosts collaboration between the hospitals 350 plus doctors, nurses and consultants

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Result

- The QEII Hospital’s entire IT infrastructure was implemented in just eight weeks
- The CCG today has a cost effective solution that utilises existing technology while at the same time provides a platform for future innovations
- With enhanced collaboration between staff and by providing them with easier access to medical files, the IT infrastructure is improving the patient experience

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In January 2015, East and North Hertfordshire Clinical Commissioning Group (CCG) appointed Dimension Data to coordinate the implementation of the IT infrastructure for its state of the art facility – The New QEII Hospital, which is part of East and North Hertfordshire NHS Trust but funded by the CCG, was built to provide regular outpatient care, diagnostic care, including X-rays, ultrasounds and blood tests and ante/post-natal maternity care, the hospital opened in spring 2015.

Client Overview

With more than 5,000 dedicated staff, the East and North Hertfordshire NHS Trust operates four hospitals across Hertfordshire – namely, the Hertford County Hospital, Hertford; The Lister hospital, Stevenage; Mount Vernon Cancer Centre, Northwood and The New QEII Hospital, Welwyn Garden City.

Challenge

East and North CCG needed The New QEII Hospital to become fully operational within a tight timeframe and so had to engage with a reliable and proficient partner that could deliver all the IT infrastructure, Local Area Network and telephony components on time and on budget.

During the project, particular consideration also had to be given to the fact that The New QEII Hospital had to be integrated with an existing, fully-operational hospital located next to it. The integration could not have any impact on clinical services.

The Way Forward

The CCG selected Dimension Data to deploy a combination of scalable, cost-effective and future-proof solutions to enable a level of patient care that matched the impressive nature of the new state of the art hospital.

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Solution

Dimension Data delivered the following solutions:

1. Cisco Wireless Network: This ensures that doctors, nurses and other medical professionals at the hospital have straight-forward, around-the-clock access to essential patient data. With minimal risk of downtime, this same system enables administration staff to record and update patient information and process transactions efficiently and – crucially – securely.
2. Cisco Identity Services Engine (ISE): This is a next-generation identity and access control policy platform which enhances infrastructure security across the hospital. It also enables the CCG to provide better security around patient data across its network infrastructure.
3. Alcatel-Lucent IP Telephony: Designed to support some 350 doctors, nurses and consultants at the new facility, the solution greatly enhances collaboration, helping to improve the patient experience and clinical outcomes efficiency.

“Dimension Data’s extensive experience of working with public sector bodies made it the perfect partner for us,” said Phil Turnock, ICT Shared Services Director at Hertfordshire, Bedfordshire & Luton ICT Services. “Its clear understanding of our budgetary parameters and the speed at which the implementation could be completed were significant factors in our selection.”

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 Result

With Dimension Data working hand-in-hand with the site project management team, the whole implementation took just eight weeks to complete. In doing so, the CCG met its completion deadline and could continue delivering consistent, high-quality care to the Hertfordshire community.

“It is absolutely vital that today’s new hospitals and public sector facilities have the appropriate underlying networks and IT infrastructures in place,” said Barney Taylor, Managing Director UK&I. “However, our key differentiator was not just our breadth of experience and technical capabilities, but our ability to deliver these under the extremely tight timescales and high standards required by The New QEII Hospital.”

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‘By implementing a robust ICT infrastructure **Dimension Data has allowed us to utilise existing technology and be ready for innovations that will be encountered in the years to come.** We are happy to be able to provide patients with the service they expect using state of the art technology that keeps in line with this new modern hospital’

Phil Turnock, ICT Shared Services Director at Hertfordshire, Bedfordshire & Luton ICT Services.

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