APOGEE

The Rotherham **NHS**
NHS Foundation Trust

IT Deployment Services Developed and Proven in the NHS

The Company

The Estates and Technology Transformation Fund (formerly the NHS England's Primary Care Transformation Fund) is a multi-year £1billion investment programme to help hospitals and general practice make improvements, including premises and technology. It is part of the additional NHS funding, announced by the Government to enable the direction of travel set out in the "NHS Five Year Forward View".

The Problem

Stronger GP services are the cornerstone of delivering a new deal for primary care and this fund is designed to accelerate investment in infrastructure to enable the improvement and expansion of joined-up out of hospital care for patients.

Suppliers were invited to submit bids for staging and deploying over 2,500 desktop computers and laptops across the Trust and 56 GP practices in Rotherham and surrounding area.

The Solution

Apogee Desktop Services were awarded the supply and service agreement and started the process of implementing a project plan, working to Prince2 policy standard and tailoring our services to meet the exact needs of the Trust.

Apogee carried out a full asset inventory of the new and cascaded IT equipment capturing the basics; specification of the assets, where they reside, serial numbers, details of new, cascaded and recycled equipment. This ensured that the Trust retained an accurate, up-to-date view of owned hardware and software assets, so that at any time they can see an "actual state" of the PC and laptop estate.

Outcomes

Apogee stored, configured, imaged, deployed and cascaded desktops and laptops to desk in the Trust across various GP Practices. We provided familiarisation training to ensure every user derived the full benefit of the new equipment and software from the outset. Our engineers worked as an extension of the Trusts IT Team as our engineers have hands on experience of installing, RIS, Symphony, Winpath, Meditech, EMIS WEBB and System1 software.

Benefits to NHS Foundation Trust

- Impressive efficiency in rollout, reducing lead times from 1 year to 14 weeks.
- Full training to ensure every user derived the full benefits of the new technology.
- All recycling handled effectively and in accordance with existing procedures.

Apogee provided full project management assistance and designed the supply of the systems around a three month rollout plan devised by the Trust's IT team. We worked with the Trust to ensure the appropriate processes were in place with regards to computer recycling and that they are in line with the Trusts existing procedures. Our audit work identified a clear management commitment to ensuring that personal data is disposed of in a secure manner.

From a resource perspective, the Trust believes the rollout has been far more efficient than initially thought possible. Similar in-house projects have taken up to a year to complete, to bring this down to 14 weeks has had a huge impact on reducing the Trust's IT costs and freeing up their own IT resources to focus on supporting the medical staffs day to day IT needs.

"While there is always space for improvement, such levels of user satisfaction are unprecedented for a multi-location IT installation project within an organisation which must remain 100% operational at all times."