

Liverpool Women's NHS Foundation Trust

Liverpool Women's NHS Foundation Trust automates IT support and service delivery to provide 99.9% system uptime to hospital staff

Business Challenge

Liverpool Women's NHS Foundation Trust is a new hospital created by bringing together in one facility the services previously provided by Liverpool Maternity Hospital, The Women's Hospital and Mill Road Hospital. Treating more than 3,000 outpatients per month, and with strict government targets regarding waiting times and throughput, the hospital is under pressure to ensure that it can treat and process patients as quickly and efficiently as possible.

The Trust has a total of 900 desktops and 50 laptops to manage, each of which had to be updated and fixed individually. The volume of computers to monitor and maintain, coupled with the frequent upgrades and 150 new PCs being added to the network every year, meant that the Trust's IT administrators were required to spend much of their time visiting each desktop to manually update systems or perform fixes. In addition, users were not satisfied with the length of time taken to solve problems, as 24 hours typically lapsed between the initial call to the help desk and the engineer's arrival.

Zafar Chaudry, Director of Information Management & Technology explains, "Having to manually configure every new computer from scratch was time consuming, and in addition, we would have to send a member of staff down to physically fix every little problem that occurred on PCs. In a hospital, uptime is obviously essential to effective patient treatment and the time taken to solve even minor issues would add up. This reactive 'break/fix' approach to IT support was proving to be both unprofitable and inefficient for the Trust and was impacting the level of service that we could offer our users."

In an examination of how its IT Infrastructure was maturing, the NHS identified that the Trust required a means of providing IT support to an ever growing number of users, without increasing headcount. To achieve this, the Trust needed to find a more proactive approach to IT support that would ensure potential security breaches and IT issues were identified and handled before they became a problem, in order to maximise uptime of networks.

Solution

A solution was necessary that could handle remote patch management and remotely and simultaneously monitor and manage the entire infrastructure, network components, servers and desktop PCs. The Trust found that the Kaseya IT Automation Platform could outperform rival products, in terms of both functionality and its pricing, which was ideally suited to the Trust's small public sector business model.

Liverpool Women's piloted ZenWorks before choosing Kaseya but found it required staff to have extensive training; Kaseya with its web interface was much easier to use. "We quickly realised that the Kaseya IT Automation platform could meet all of our requirements and help improve the service we can provide. Its single, integrated web-based interface enables us to easily and remotely manage every machine across the site with dramatic results," observes Chaudry.

Business and IT Benefits

Improved efficiency

The Trust is now able to offer every one of its users real-time IT management and support. This is done by placing a Kaseya agent on every desktop and server across the site so that routine fixes and maintenance like patch management and software upgrades can be carried out remotely, speedily and in many cases completely automatically.

In addition, the Kaseya Automation Platform has allowed the Trust to move away from the inefficient 'break/fix' model to a more proactive approach and can now repair faults before they manifest themselves on user's computers. The powerful automation engine is seamlessly integrated into the



NHS

Liverpool Women's
NHS Foundation Trust

Company Profile

Liverpool Women's NHS Foundation Trust provides secondary and tertiary gynaecological services for women in the Liverpool area.

Website: www.lwh.me.uk

Business Challenge

The IT Support Department of Liverpool Women's NHS Trust is responsible for the monitoring and updating of the hospital's whole IT infrastructure, encompassing servers, printers, 900 desktop PCs and 50 laptops. The importance of security and regular updates meant that keeping all equipment up and running was a timeconsuming and labour intensive process. Relying on a break/fix model resulted in slow reaction times to problems, inefficiency and negative cost implications.

Solution

Kaseya's IT Automation platform has been used to streamline the management of Liverpool Women's NHS Trust's IT estate. Harnessing the software's single, integrated web-based interface has allowed the Trust to boost efficiency and cut costs whilst remotely managing its complete infrastructure, from network components to PCs and laptops. Every IT task and procedure can be controlled, analysed, planned and automated remotely, so that patch management, asset management and network upgrades can be completed without negative implications for end users.


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monitoring facility, which allows the system to not only detect problems but also automatically take pre-defined actions, and learn from the technicians what the required actions are. Educating the system in this way over time drives down the need for reactive break/fix work, as problems can be automatically resolved, without the need for engineer input.

Cost savings

"We have been able to meet the NHS's directive to improve service without increasing headcount and we now deliver consistently high levels of service without any additional engineers," says Chaudry. "An example to demonstrate this is when we had to update the Patient Administration System (PAS) approximately two years ago. To do so, a new PAS client had to be installed on each of the 900 desktops. In order to achieve this volume in the allocated time, we had to employ technicians on overtime pay. Even though it takes an average of one minute to install the PAS client on each desktop, multiplying that time by 900 machines soon adds up to a large labour bill. We recently had cause to update the system again, only this time, using Kaseya we performed the update to every single desktop remotely and in one action and with no additional cost a significant improvement."

As well as cutting labour costs, Kaseya's IT Automation Platform is also used to cut costs for the Trust via reduced energy consumption. The hospital's computers can all be turned off during the hours when not in use and then woken up automatically, simply by setting up an automation rule. These measurable power savings are especially valuable given the soaring cost of utilities today.

Compliance with regulation

NHS mandate dictates that only legalised copies of software may be installed on NHS machines and with so many computers on the network, auditing software and controlling unofficial downloads was previously a real problem. Using Kaseya means that the Trust can instantly review every machine on the network to see what is present and then remove any offending items. Kaseya's audit function is also helpful in creating projections and predictions for hardware replacement, and new rollouts for software can be planned effectively so that it complements other upgrades.

Given the very personal nature of patient data kept on the Trust's system and the data protection act, security is paramount. Kaseya is now used to ensure compliance. For example, passwords can be reset remotely in the event of a compromise, removing the need to update each machine manually. In addition, the Trust's network can remain online whilst IT support deals with any security threat.

Support levels

"A key factor in selecting Kaseya was the level of support we received during both the selection process, and deployment, continuing to the present day. The web-based platform has an intuitive interface and so required very little staff training making deployment quick and easy. In just a couple of days we were up and running, enjoying the benefits almost instantly," comments Chaudry.

"The level of service that we can now provide our users has dramatically improved – our engineers can respond to problems in a more strategic and efficient way, so that issues can be dealt with without having to resort to crisis management. So far, we have been very impressed with Kaseya's capabilities, and have experienced real business benefits. What is even more exciting is that we are only just scratching the surface of the product's capabilities and every day we are learning more and enhancing the way we use it. It is safe to say that we will have achieved full return on investment on the software in less than 12 months," concludes Chaudry.

About Kaseya

Kaseya is the leading global provider of IT automation software for IT Solution Providers and Public and Private Sector IT organizations. Kaseya's IT Automation Framework™ allows IT Professionals to proactively monitor, manage and maintain distributed IT infrastructure remotely, easily and efficiently with one integrated Web based platform. Kaseya's technology is licensed on over three million machines worldwide.

For a free 30 day trial visit www.kaseya.com/download

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Zafar Chaudry,
Director of Information Management & Technology, Liverpool Women's NHS Trust

Key Benefits

- Faster reaction times to user callouts, with instant fixes via remote access
- Improved audit process to manage updates and replacement of IT infrastructure
- Enhanced security procedures to protect patient information and comply with Data Protection Act
- Energy savings have been achieved by remotely switching off IT equipment when not in use



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