

Case Study

Cheshire & Wirral Partnership
NHSTrust 

Cheshire and Wirral Partnership NHS Trust implement a Community Wide Network with secure home working.

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David Walliker, Head of ICT, Cheshire & Wirral Partnership NHS Trust

Company Background

Cheshire and Wirral Partnership NHS Trust are an IT control centre, responsible for the implementation, co-ordination and support of the all the IT services across the geographical area that it represents. With over 100 remote sites and 2500 users supported including hospitals, GP surgeries, mental health clinics and drugs and alcohol units.

The Challenge

Cheshire & Wirral Partnership NHS Trust had only been formed within the last year and required a core network infrastructure to interconnect all sites and the local county council. Whilst addressing this initial requirement, once implemented, there were also a number of areas for development. In addition all newly introduced systems and services had to be fully supported and maintained by ANS Group.

The Solution

Once extensive analysis of the client requirements and best of breed solutions had been conducted the consensus was to initially implement the following installations and services. The new core network was designed and installed, the necessary relationships were established between the Trust and Cheshire County Council and the Novell email system was migrated Microsoft Exchange 2003. Indoor wireless networks were installed at remote sites and a Remote Access solution was implemented throughout the Trust.

The key component to this whole installation is the post project support which ANS Group continues to provide on a daily basis. The establishment of this support lay in the high level of site documentation produced whilst conducting the installation. The configuration of every server and network device recorded, the extensive diagramming of the new infrastructure and dependant relationships.



Business Challenges... Technology Solutions

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All these details enabled the project handover to the support function to be conducted seamlessly ensuring the client the fastest possible resolution to any arising situation. Our Change Management-Processes have successfully been implemented allowing the management of all firewall devices and Remote Access administration to be completely outsourced. Together with the remote monitoring of key servers and constantly available support for all remote sites, the provision of ANS Group's support has enabled the Cheshire & Wirral Partnership NHS Trust to release internal IT resources to focus on more long term objectives.

Business Benefits

The support and change management functions have now been running successfully for over 3 months which is constantly renewed at periodic meetings to allow ANS Group to propose further enhancements. Longer term the Trust is considering the implementation of a complete Voice Over IP telephone solution and continues to implement recommendations made by ANS Group regarding the routine management of its server infrastructure.

David Walliker, Head of ICT at Cheshire and Wirral Partnership NHS Trust commented, “We required a core internet infrastructure, which ANS Group designed and seamlessly installed. They went over and beyond the initial requirement by additional development of new areas, which were very much appreciated ”



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