



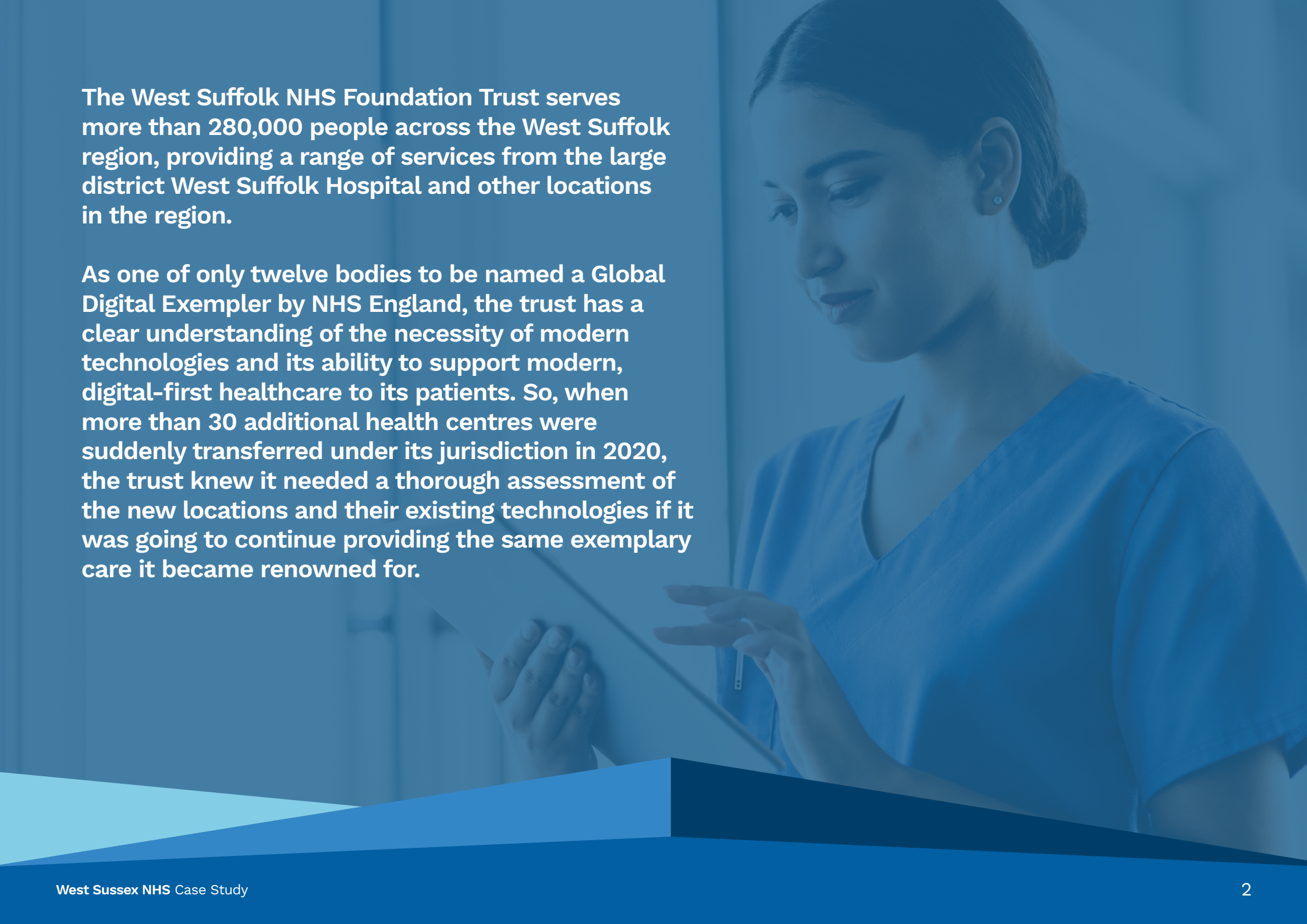
West Suffolk NHS Case Study

Summary

Industry Sector: Healthcare

Business Solution: Tailored Auditing Services

Technology: EcoStruxure IT Expert



The West Suffolk NHS Foundation Trust serves more than 280,000 people across the West Suffolk region, providing a range of services from the large district West Suffolk Hospital and other locations in the region.

As one of only twelve bodies to be named a Global Digital Exemplar by NHS England, the trust has a clear understanding of the necessity of modern technologies and its ability to support modern, digital-first healthcare to its patients. So, when more than 30 additional health centres were suddenly transferred under its jurisdiction in 2020, the trust knew it needed a thorough assessment of the new locations and their existing technologies if it was going to continue providing the same exemplary care it became renowned for.

The Challenge

The Trust's IT team had no insight into the setup of its new locations, what legacy infrastructure was still in place and if it was fit for purpose when these locations were transferred. Compiling GP surgeries, health centers and other medical facilities, each location had been managed by separate IT teams prior to the merge, the majority of which offered little visibility into the age, condition or health of the systems in place.

To better understand the technical health and performability of these sites, the Trust's IT team turned to Comtec to perform extensive audits on a site-by-site basis, tasking Comtec with identifying the current infrastructure setup and creating an in-depth report on how these environments could be improved, which legacy systems needed to be removed and which solutions should replace them – as well as the financial, cybersecurity and performance risks such an overhaul could pose.

The Solution

Specifically, Comtec's team ran thorough audits to assess the UPS health, security strength and cooling infrastructure capabilities of each new site and to identify best practices for the management of each site moving forward.

Throughout the audit, Comtec tested the UPS age, health and status, cooling system performance, rack equipment and setups, IT load, room security and remote monitoring needs of each site's comms room. From there, Comtec's engineers were able to highlight risk vectors that each room posed and offer recommendations on how the Trust could mitigate them.

This included recommendations for replacing legacy UPS' that are inefficient and out of date, and implementation plans for new, efficient UPS solutions, room environmental monitoring and security solutions, and EcoStruxure to allow all sites to be remotely monitored from a single portal.



West Suffolk
NHS Foundation Trust

The Results

With the audit completed, the Trust has better visibility into each site's comms infrastructure, Comtec established an ongoing service plan which included ongoing, joint monitoring of all systems under the Trust's watch, as well as service-level assurance and maintenance agreements to ensure the ongoing health of each new site.

This included the installation of Schneider APC's cloud-based, vendor-agnostic EcoStruxure IT Expert solution, which equipped the team with 24/7/365 unlimited monitoring of its existing and new IT sites, enabling peace of mind as they get a single pane of view over their entire IT estate. [insert info about Comtec helpdesk] With EcoStruxure IT Expert in place and ..., the Trust's IT team can monitor UPS status, available runtime, critical load status and more with confidence.

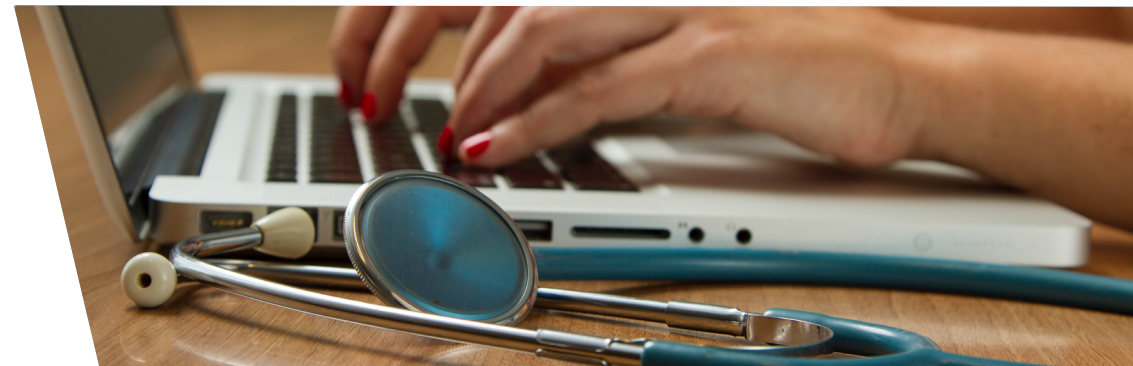
The ability to monitor every device across every location also allowed the team to keep track of each site room's temperature, humidity, CCTV and leak or smoke alerts, giving them confidence that every site is healthy, operational, and risk-free. Beyond this, Comtec's deep report on the IT estate and its separate sites equipped the Trust with insights on

the cost of ownership of each room and how each upgrade reduces this, which will help the team manage current and future expenditure projections and make better, more informed decisions for each site in the years to come.

Testimonial

"Comtec has been instrumental in helping the Trust achieve visibility across all sites. We can now trust the systems we have in place, whilst maintaining a balance of functionality, security and ease of use, and maximising energy efficiency. The Comtec team were quick to understand our unique requirements and implement cost-effective solutions. I would highly recommend."

- Andrew Smith



About Comtec

We are highly experienced network consultants and have a comprehensive understanding of legacy components, their purpose and next-generation replacements. Using this expert knowledge, Comtec helps you document your networking demand and the path to reaching your end goal. We are Cisco and Juniper networking partners and we offer a full stack of applications alongside, from Voice and Video Conferencing to Server Maintenance and Desktop Management. We make recommendations on future digital solutions that are the right fit for your organisation.

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