

## IT Enterprise Services

### NHS Grampian

## Case study



“We chose Capita IT Enterprise Services for this project due to their excellent credentials in the healthcare market and a track record for technology delivery within a specified budget. In particular their partnership with Cisco proved an important factor in allowing us to harness the full potential of the network in the future and make the most of the technology advances that can further increase efficiency and help us provide true 21st century care for the people of Grampian.”

Paul Allen, Head of ICT Infrastructure, NHS Grampian

**Objective** – Improve communications and logistics.

**Solution** – A wireless network to provide improvements in efficiency and patient care.

NHS Grampians' main site is the Foresterhill campus in Aberdeen. The campus includes Aberdeen Royal Infirmary, Royal Aberdeen Children's Hospital and Aberdeen Maternity Hospital. NHS Grampian is responsible for delivering the healthcare of nearly half a million people, spread over 3000 square miles, in urban and rural communities in this region of Scotland.

## The contract

The contract with NHS Grampian has seen Capita IT Enterprise Services installing what is currently Cisco's largest Wireless Local Area Network (WLAN) deployment in the healthcare market worldwide, for its powerful 1142 Access Point.

The wireless network, based on Cisco technology, will support the three Aberdeen Hospitals and is capable of delivering first-rate performance and integrating with existing security and authentication methods on the NHS Grampian network.

Due to be operational by the end of October 2009, the system will have the potential to provide improvements in efficiency and patient care. A Radio Frequency Identification (RFID) system is also set to be implemented by the end of the next financial year - a portable asset tracking solution to help monitor and trace the location of vital medical equipment quickly.

## The benefits

Deployment of the new WLAN will result in a number of benefits including freeing medical staff from their desks by allowing them anytime/anywhere access to patient data, real-time access to patient information and electronic medical records, a 'paperless hospital bedside' and the potential for staff to use voice over WiFi handsets, as opposed to pagers - increasing the ability to contact medical staff more quickly and efficiently across the hospitals' WLAN.

## Business benefits

- The creation of a 'paperless hospital bedside'
- Improvements in efficiency and patient care
- Deployment of a platform for VoIP
- Saving staff valuable time in tracking portable equipment once RFID is implemented

## Services delivered

- Wireless Local Area Network (WLAN) – a unified network wireless infrastructure
- Radio Frequency Identification (RFID) system to monitor and track equipment
- Anytime/anywhere access to patient data



## Why Capita IT Enterprise Services

At Capita we understand business, technology and process. Placing the customer at the heart of everything that we do, we have a proven track record in transforming businesses through intelligent IT. With Capita you'll find that we:

**Think of you** – our customer. We make it our business to see the world through your eyes and build intelligent, integrated solutions that you deserve.

**Find a way** – our entrepreneurial spirit and know-how enables us to deliver solutions with speed and agility that can be trusted.

**Keep it simple** – we minimise the risk and deliver results fast. Our expertise means we are practical and pragmatic and we deliver on time.

**Want to learn more?** Contact us on [ites@capita.co.uk](mailto:ites@capita.co.uk) or visit [www.capita-ites.co.uk](http://www.capita-ites.co.uk)