

Mid Staffs General Hospitals

Centralised application deployment and data management

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The Business Issue

Mid Staffs General Hospitals Trust provides 650 acute beds and healthcare services on 2 sites - Cannock Chase Hospital and Staffordshire General Hospital.

The Trust were faced with the problem of maintaining and developing a computing environment consisting of many disparate systems and departmental servers.

Additionally, a population of mixed-specification PCs presented difficulties with deploying applications and in offering effective end-user support.

Our Approach

After conducting a successful pilot project, EDS Global Field Services (GFS) implemented a server-based computing solution for the Trust.

This allowed a standard set of applications to be used by all users across both locations. In addition, a centralised storage system was deployed to manage all user and application data under a common management platform.

The resulting infrastructure allows all computing services to be managed in a cost effective and flexible manner.

Key Benefits

A core element of the EDS GFS solution was a centralised 'server farm'.

This comprised application and data servers configured in a space-efficient rack-mounted format.

The Trust's standard application suite is published to the existing population of 600 PCs using Citrix MetaFrame technology.

By virtue of the fact that these are installed centrally, administration costs and effort are significantly reduced.

Technology Featured

- IBM e-server intel-based hardware implemented in rack optimised form factor.
- Citrix MetaFrame application management software configured in load-balanced structure.
- IBM SSA disk sub-system with Tivoli Storage Manager (TSM) data management tools.

Services Featured

- Audit and analysis services leading to functional design based on pilot test results.
- Server and storage infrastructure installation and configuration.
- Client software roll-out and desktop configuration.

Increased Productivity

The key benefit delivered by the solution is the ability to deploy new applications across the Trust quickly and with minimal effort. End users benefit from being able to access these applications and information from any point on the network. Furthermore, they are able to use the latest office productivity tools, gain access to the Internet and share information with colleagues more easily than before.

In common with many organisations, the Trust has a high ratio of users to support staff. With the Citrix technology they now have the ability to 'shadow' users - which enables direct assistance to be offered as problems are raised.

This improves the efficiency of the IT staff and reduces the delay in resolving support issues. In addition, routine maintenance tasks need only to be carried out on the central servers. Security and reliability are improved as a result, with less need to manage a distributed population of PCs.

Improved management of critical data

Using a high-speed storage network, the Trust has connected all key servers to the centralised disk storage system. Mission critical data such as patient records, pathology database and

e-mail are retained on a single high performance, scalable platform. By consolidating disk resources in this fashion, the Trust have benefited from improved economies of scale.

In addition, backup and archival policies are easier to implement using an enterprise-wide data management platform and high capacity automated tape library.

About EDS Global Field Services (GFS);

EDS GFS is one of the foremost providers of IT infrastructure solutions and services in Europe.

We reduce the complexity of ICT (Information Communications Technology), improve the quality of the ICT service capabilities of the customer and reduce the cost-of-ownership significantly and permanently.

GFS provides a focused and concentrated service portfolio of pre-defined ICT services aimed at fulfilling the needs of mid-sized companies. These are designed to provide total life cycle support (design, implementation, management) and vary from specific tactical out-tasking to a strategic fully managed service.

<http://www.edsgfs.co.uk>

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Bob Weaver
IT Manager, Mid Staffordshire General Hospitals NHS Trust

