

Case Study



WESSEX
ACADEMIC HEALTH
SCIENCE NETWORK

Company
Wessex AHSN

Industry
NHS

Headquarters
Hampshire

Founded
2004

Services

- Fully managed cloud infrastructure
- 24/7 support and maintenance
- Hosted IP telephony
- IT hardware (managed laptops)
- Resilient and reliable connectivity

Key benefits

- Budget control through organic growth
- No need to manage own IT
- Easy access to technical expertise
- Ongoing technical innovation
- Flexibility

*“The traditional **Supplier/Consumer** relationship has been replaced with a **partnership** and we now have a **resilient, reliable IT solution** combined with fantastic customer service.”*

Emma Barker-Knott, Wessex AHSN

The Challenge

The Wessex Academic Health Sciences Network covers a population of three million across 10 Clinical Commissioning Groups, and aligns with the footprints of nine local authorities, bringing together 12 NHS Trusts and five universities.

Wessex AHSN was looking for a long term strategic telecommunications partner that could deliver a fully cloud-based environment, in order to support their business goals to enhance staff collaboration & productivity.

Wessex AHSN needed an IT supplier that could provide a solution to accommodate their employee mobility, whilst ensuring that as their team increased their IT could support their growing demands.

Emma Barker-Knott, IT manager at the Wessex Academic Health Sciences Network explains: “We needed a solution that allowed our staff the flexibility to work in the office and on the road, whilst ensuring that we had constant access to all our files and customer records, all the while ensuring our data was managed in a secure environment”.

Wessex AHSN do not have an internal IT team and therefore needed a team that could be available 24/7 to maintain and support their IT and telecommunication systems.

The Solution

Silver Lining created a resilient cloud environment combined with a dedicated, robust and reliable Internet connection as a single managed service.

Silver Lining were tasked to ensure that Wessex AHSN were up and running within three weeks over the busy Christmas period. From a shell-like room,

Silver Lining provided the team with a fully managed telephone system, resilient cloud infrastructure with lightweight hardware to access it, and dedicated connectivity in the time frames requested. Wessex AHSN needed a scalable solution to accommodate their team, which has grown from a modest eight employees to a burgeoning staff of more than twenty.

In addition to the cost savings of acquiring a range of services from one supplier, Wessex AHSN also benefit from a single point of contact for their networking needs, in addition to significantly enhanced resilience, security and scalability. Silver Lining provide a fixed cost for each user and ensure that every new employee is up and running within two days.

We understand that moving forward it might be beneficial for Wessex AHSN to employ an in-house IT manager, but due to their current size and business needs they are happy to outsource their IT and work with a fully managed cloud environment.

Silver Lining's cloud solution sits within a broader project by Wessex AHSN to modernise its infrastructure and provide a strong foundation for new systems and modern methods of working. New computing platforms, hosted in Silver Lining data centres will deliver a best-in-class environment encompassing virtual desktops, remote connectivity, centralised systems and state-of-the-art business continuity.

The new environment will facilitate organisation-wide collaboration and communication by extending access to home workers and field based staff. Silver Lining also provided managed laptops combined with 24/7 support to ensure help is at hand should a problem occur.

Benefits

Silver Lining will continue to assist Wessex AHSN in their quest to use IT in a radical and strategic way to ensure the very best business communication, hosted solutions and security, through a unified communications strategy.

"We have enjoyed a strong working relationship with Silver Lining since the company first deployed our hosted IT solution in 2013. The quality of their work to date combined with the strength of their proposal gives us confidence that we have made the right decision. We were particularly impressed that Silver Lining really took the time to understand our needs.

Furthermore, we have established a close working relationship with regular face-to-face meetings with our account management and technical teams who understand our environment inside out. The traditional Supplier/Consumer relationship has been replaced with a partnership and we now have a resilient, reliable IT solution combined with fantastic customer service."

Emma Barker-Knott
Wessex AHSN

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