

CASE STUDY

East Kent Hospitals Foundation Trust IT Partnership with Tracline and Fujitsu

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Peter Farbrace, East Kent NHS Trust



East Kent Hospitals University 
NHS Foundation Trust

The challenge

In early 2008 East Kent Hospitals NHS Trust finished a major building and refurbishment programme, investing over £24 million in state-of-the-art facilities. In March 2009 East Kent Hospitals NHST Trust was awarded Foundation Trust status. The IT estate is also one of the largest in the UK. Over 4,500 PCs, 1,000 laptops, 1,300 printers and 200 servers are used throughout the Trust. In the past two years alone, the Trust has invested over £2 million in this portfolio and now leads the UK in the development of mobile computing within the healthcare arena.

Solution

Following an e-auction for a project to change hardware suppliers, Tracline was introduced to the Trust in 2006. Since then the transition to Fujitsu hardware has been a significant project and is still ongoing. Tranches of 400-600 PCs and laptops are upgraded at a time and at present approximately 40% of the laptop estate has been refreshed and almost all of the desktops held by the Trust are now Fujitsu. The successful transition and the benefits delivered by the new hardware have enabled the IT team at East Kent Hospitals Trust to secure approval for a rolling 25% refresh programme every three years, enabling them to keep the hospital's IT estate fully up to date.

East Kent Hospitals Foundation Trust is one of the largest hospital trusts in England, with five hospitals and several outpatient facilities across East Kent and Medway. It is also home to specialist centres, such as the Stour Centre, one of just 21 specialist haemophilia treatment centres in the UK.

Solution components

- Remote Desktop PC trolleys including the Fujitsu ESPRIMO
- Motion C5 MCA's under evaluation
- AcceleNet data compression and acceleration software for the NPfIT

Customer benefits

- Secure approval for a rolling 25% refresh programme every 3 years
- Engineer training
- Rapid positive impact on patient care
- Centralised procurement procedure
- Less paperwork
- Better communication
- Most up to date information

The project

The investment made by East Kent has been in partnership with Tracline and Fujitsu, delivering innovative solutions to improve patient care. One of the early iterations of this has been the development of a £500,000 project to deliver just under 300 mobile computing trolleys called Remote Desktop PCs (RDPCs). These carts contain Fujitsu ESPRIMO C series PCs linked to databases containing patient information ranging from drug requirements to rehabilitation history.

As an evolution of this mobile initiative, East Kent is looking to develop wireless communication capabilities across the wards. This would mean that instead of connecting mobile trolleys to the network after they have done their rounds and downloading the updates into the system, all necessary information and records could be updated in real time.

The preferred hardware format for real time updates is the Mobile Clinical Assistants. The Trust have now deployed 50 of the Motion C5 MCA devices and clinicians are very positive about the strategy from a productivity and patient safety perspective.

A record of success

Deploying such cutting edge solutions demands technology partners that deliver a high quality of service as well as world-leading hardware. To deliver this level of specialism, resellers are key partners who can add real value. Peter Farbrace of East Kent Hospitals NHS Trust explains: "We put a great deal of trust in Tracline to enable us to deliver solutions that have a rapid positive impact on patient care. The move to Fujitsu hardware has been a critical part of building and maintaining that trust.

"For example, Fujitsu has helped deliver accredited training to our engineers and Tracline has helped us develop a centralised procurement procedure in association with our procurement team.

"We have developed services that demonstrate how technology can deliver a real and immediate benefit to patients and doctors alike. Improvements in efficiency mean patients are seen more quickly and there is less form filling. Better communication means fewer errors and the most up to date information is used. "Our biggest issues with our prior supplier were poor delivery schedules and sporadic quote times that often took 3-4 days. We have had none of this poor account management with Tracline and Fujitsu."

Andy Elliott, Sales Director, Tracline, explains how they deliver added value to the Trust and patients: "Healthcare is the one vertical market where experience shows more than any other. We have a long standing relationship with East Kent which has meant our knowledge of the sector is now linked to an awareness of our customer's needs. As an experienced Health specialist IT company Tracline can provide technology solutions to Trusts that are tailored to the needs of the NHS and their IT infrastructures.

In November 2008 East Kent went to tender for Virtualisation and Citrix infrastructure projects. The business was awarded to Tracline, the technology used was the Fujitsu blade server infrastructure. The project was a great success and the Fujitsu Professional services team played a key role in deploying the solution.

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