



PROACT

CASE STUDY



Norfolk and Norwich University Hospitals NHS Foundation Trust

NHS
Norfolk and Norwich University Hospitals
NHS Foundation Trust

Delivering flexible and scalable infrastructure to the NHS

Summary

Challenge

The Norfolk and Norwich University Hospitals NHS Foundation Trust (NNUH) needed to replace their legacy infrastructure with a solution that offered flexible and scalable storage of large quantities of data. With an aging backup estate, the team needed a solution that would give rapid access to their data, whilst reducing the impact of managing their infrastructure internally.

Solution

Proact provided NNUH with both Backup as a Service and Storage as a Service, offering a fully managed solution that provided the Trust with a model that delivers a stable service, with the ability to efficiently store large amounts of patient data securely.

Norfolk and Norwich University Hospitals NHS Foundation Trust (NNUH) embraced the investment they received and utilised this to diversify their infrastructure in order to serve both their patients and users more efficiently and effectively. Working in partnership with Proact, they transitioned their complex, aging estate to a far less labour-intensive solution, that gave NNUH the flexibility and scalability they need to adapt to an ever-changing landscape.

Developing the right solution

Providing critical care services to patients across the community, means that NNUH were looking to build a long-term relationship with a trusted partner, capable of supporting their technological advancements through expert advice and guidance. Martin Lake, Head of Infrastructure, said they 'wanted the security of a service model' to ensure that, should they have any issues, they knew that they would be properly managed and resolved.

Due to the Trust's need for flexibility in delivering critical clinical services, as well as their requirement to rapidly access large amounts of patient data, a hybrid cloud solution supported by a fully managed backup service allowed NNUH the opportunity to scale their environment, as required, over the period of the contract.

Internal challenges for the Trust around the variable charges that can come from a move from a CapEx to an OpEx pricing model were mitigated by Proact analysing the organisation's growth patterns, in order to scope the project and infrastructure in such a manner that would mean they were not at risk of large, unexpected bills during their contract term.



We were looking for a partnership that ensured we could continuously provide quality care to all our patients”

Martin Lake,
Head of Infrastructure at NNUH

Managing the process

Proact's project management team worked closely with the Digital Health team at NNUH to implement the new solution, whilst minimising disruption to service. With continuous service reviews and regular meetings with project managers, the success of the deployment was in the close, collaborative relationship developed across the two teams. Working together to identify and diagnose any issues, the NNUH team would report these to the Proact service desk, who were then able to rapidly resolve any problems.

Working with Proact

Engaging with a managed service provider was a progressive step for the Trust but the way that the relationship developed with Proact, over the course of the project, won over the NNUH team. Having previously worked on smaller projects together, Proact's tender response offering provided a bespoke set of skills to supplement those of the NNUH team, ensuring an efficient collaboration with an experienced and responsive partner.

Martin Lake said: "I was looking for a partner I could rely on, that understood our needs and with whom we could work well. We trusted Proact and it has been a very positive experience working together".

Benefits



Support

The security of a fully managed service with good SLAs and strong management was imperative for the Trust.



Efficiency

Partnering with Proact gave the NNUH team more time to focus on their key projects.



Scalability

The Trust gained a flexible, scalable solution capable of providing rapid access to and management of large amounts of data.



Flexibility

Having a flexible yet predictable cost model allows NNUH to scale the solution as they grow.

About NNUH

NNUH is one of the largest teaching hospital trusts in the UK. With over 10,000 users, they provision acute services and offer more than 1 million outpatient appointments each year. As the Trust continues to grow, their biggest priority is maintaining services to ensure that they provide the highest quality care to their patients.

About Proact

Proact has over 25 years of experience supporting the NHS sector and currently works with over 50 healthcare customers across the UK. Our tailored solutions and technical expertise enhance healthcare services by supporting you to store, protect and gain valuable insight into your data.

We've completed thousands of successful projects around the world, have more than 4,000 customers and currently manage hundreds of petabytes of information in the cloud. We employ over 1,000 people in 13 countries across Europe and North America.

Founded in 1994, our parent company, Proact IT Group AB (publ), was listed on Nasdaq Stockholm in 1999 (under the symbol PACT).

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