

**Customer**  
NHS Dumfries & Galloway

**Sector**  
Healthcare

**Location**  
Dumfries, Scottish Borders

**Services Provided**  
End User Computing Client  
Deployment Professional Services

# Customer Testimonial

NHS Dumfries & Galloway's new multi-million-pound hospital opened in December 2017, servicing Dumfries and surrounding areas, previously handled by the former Dumfries Royal Infirmary and Crichton Hospitals. The new state-of-the-art 344-bed hospital with its own designated women and children's unit, serves a population of 148,190.

An integral part of this new development was to ensure the smooth transition and running of the back-office functions prior to staff and patients being able to move into the new hospital.

With many years' experience in the NHS and Healthcare sector, Capito was a natural choice for NHS Dumfries & Galloway to deliver additional deployment services under the national framework. This ensured desktop services were delivered to the various hospital departments, from catering staff to senior consultants in time for the new hospital opening.

IT Support Manager, Lee Horsfall, commented:

*"Every time Capito dropped off more devices they would take away and dispose of the rubbish from the previous devices. The whole operation was well planned and well executed. Their engineers got on with the work with little impact on the local IT department. They were able to hit all the installation deadlines we set them which allowed us to bring over key clinical and operational staff to check their areas in advance and resolve any local IT issues prior to the opening of the new hospital."*

*"We extended their contract and they helped us over the migration weekend and post migration week. During this period, Capito was an invaluable resource that we could parachute in to do a lot of the leg work, allowing the local IT department to take on the more complex jobs."*

## The services delivered by Capito included:

- Secure insured bonded storage of hardware
- Imaging and Asset Tagging of hardware prior to delivery
- On-site installation in complex and varied environments
- De-installation of legacy hardware
- Quarantine of legacy hardware in our secure staging centre
- Secure data wiping
- Recycling of legacy hardware
- Full Asset Reporting of new and legacy equipment
- Project co-ordination

All underpinned by Capito's ISO Accredited Quality, Environmental and Information Security Management System processes.



*Overall, what really impressed me was that we were in continuous dialogue with the Warehouse Manager and the Operations Manager at every stage.*

*They helped to take a huge weight off our very busy shoulders with their coordination, effective communication and professional conduct.*

*The engineers were excellent and became very much part of the team.*

**Lee Horsfall**  
IT Support Manager  
New Royal Infirmary, Dumfries



+44 (0) 1506 460300 | [www.capito.co.uk](http://www.capito.co.uk) | [enquiries@capito.co.uk](mailto:enquiries@capito.co.uk)

