

Total project management provides savings on large-scale ICT upgrade

Bedfordshire Heartlands PCT

Case study

To meet the demands of Choose and Book and the National Programme for IT (NPfIT), Bedfordshire Heartlands PCT were required to upgrade hardware at all of the practices within their region. The PCT needed a supplier that could not only provide hardware upgrades, but also ensure the project was delivered on time and that the PCT's day-to-day activities were not affected.

For upgrades of this value, Bedfordshire Heartlands PCT would normally have had to purchase hardware through an existing e-Auctions agreement. However, following a meeting with Egton's Healthcare Account Manager, Tim Henstock, it became apparent that the PCT would make significant savings by handing the whole project to Egton.

Early discussions between Tim and Mark Peedle, Bedfordshire Heartlands PCT's Head of IM&T, revealed that the project was larger than the PCT had initially thought. Tim has vast experience in managing huge ICT projects and suggested the following solutions:



Bedfordshire Heartlands PCT

PC audit

Egton performed an in-depth audit of all the existing hardware at all practices within the PCT region. Once complete, Egton was able to provide Bedfordshire Heartlands PCT with a no-obligation quote based on the NPfIT's requirements for hardware.

Hardware supply

Egton is approved by a number of best-of-breed IT equipment providers, allowing them to install, maintain and provide warranty repairs to hardware products. Once the entire PCT region's hardware needs had been identified, Egton was able to supply the PCT with the very latest PCs, TFT monitors, SmartCard keyboards and printers, on a phased roll-out.

Project engineering

Bedfordshire Heartlands PCT had initially asked Egton to engineer the upgrade for a period of three months. However, impressed by the service that Egton provided during this period, Bedfordshire Heartlands PCT has since asked Egton to continue to review the engineering requirements for future projects.

A specified timeframe

The complex upgrade project was completed within the three month timeframe agreed between Egton and the PCT. Following the project's completion, Egton continues to liaise with Bedfordshire Heartlands PCT and is in discussions to provide engineering resources to replace further equipment across the PCT region.

“Egton has provided a total solution which has enabled me to upgrade all practices within our PCT region, irrespective of clinical supplier, to a standard which exceeded NPfIT guidance.”

Mark Peedle was delighted with how the project ran and commented: *“Egton has provided a total solution which has enabled me to upgrade all of the practices within our PCT region, irrespective of clinical supplier, to a standard which exceeded NPfIT guidance.*

“This was achieved through a combination of new PCs to replace obsolete equipment or upgrading PCs with memory, software or SmartCard reader installations. The technicians that Egton provided were extremely courteous, knowledgeable and proficient. They carried out the work with the minimum of disruption to practices and didn’t leave the practice until the practice manager was satisfied that all of the work was completed. In addition, the backup support from the account management team and helpdesk at Egton has been excellent.”

The practices that Egton’s engineers visited during the upgrade were also complimentary about the service they received:

“We were very impressed. Egton’s engineer provided an efficient service, kept disruption to a minimum and were very obliging.”

Practice Manager, Larksfield Surgery

“I found Egton’s engineer to be really lovely. He was helpful, pleasant and worked very quickly - often doing things above and beyond the call of duty! Anything he could help us with he did. We have no complaints whatsoever; I only wish all engineers were the same as him!”

Practice Manager, Leighton Buzzard

“The Egton engineer was very capable. He knew his stuff and apart from one or two snagging areas, our upgrade went smoothly. Well done Egton.”

Practice Manager, Shefford

“Egton can offer significant savings to PCTs on ICT projects – even in comparison with e-Auctions.”

Further information

With engineers located across the whole of the UK, Egton can provide PCTs with the resources they require to implement any large-scale IT project. Experienced with a wide range of UK clinical systems, our engineers’ work schedules are tasked directly by PCTs, ensuring that they most benefit from our engineers’ experience. Furthermore, all Egton engineers have the full support of our experienced technical call centre, with more than 150 trained consultants.

If you would like further information on how Egton can implement IT projects of any size, contact us on **0845 124 5245** or email **sales@egton.net** Alternatively visit **www.egton.net**