SOLUTIONS
IT ORCHESTRATION IN THE NHS
The NHS Long Term Plan launched in 2019 is ambitious, setting out priorities for the NHS over the next ten years. The extra £20.5bn by 2023/24 promised by the government is a serious investment, however the challenges remain significant: a shortage of staff, an ageing population and the delay of a social care green paper are but a few.

Technology alone is not enough to transform the NHS, but the right digital solutions will provide a platform for the ultimate goal of improving patient care and wellbeing. Matthew Gould (CEO of NHSX) has stated his department’s top delivery missions as:

- Reducing the burden on clinicians and staff
- Ensuring clinical information can be safely accessed
- Giving people the tools to access services and information
- Improving patient safety
- Increasing productivity
- Improving patient pathways by joining up disparate systems and moving care closer to patients by enabling staff to work wherever they are needed
- Creating an IT infrastructure that is resilient and robust to improve continuity of care
- Protecting patient data and securing systems against compromise
- Increasing productivity
- Removing complexity with CDW’s suite of cloud services
- Driving best practice with leading software solutions
- CDW’s managed services reduce the burden of IT management, helping NHS organisations focus on clinical priorities
- How one NHS trust reduced costs and improved workflows
- See how we have helped healthcare organisations improve patient care

That’s where CDW comes in. As a trusted technology partner to NHS organisations across the UK, our unparalleled breadth of products, services and solutions, coupled with a deep and pervasive understanding of the sector, positions us to help NHS trusts across the country no matter what challenges they face. CDW orchestrates technologies which ease the pressure on staff, budgets and resources but, most importantly, our solutions provide the platform to improve the end-to-end patient care experience.
TRUSTED TO DELIVER
Experienced, aligned account management team helping over 200 healthcare organisations.

SCALE
Over £100m in healthcare revenue in 2018.

TRACK RECORD
20+ years’ experience securing digital transformation for NHS organisations and improving patient care.

INTEGRATED TECHNOLOGY SOLUTIONS
Healthcare organisations are provided with comprehensive lifecycle support across all technology platforms, reducing the IT management burden.

EXPERT CONSULTANCY
Hundreds of highly-skilled service professionals, architects and service specialists, supported by unique technology tools, deliver customised healthcare technology solutions.

COMPLIANT FRAMEWORKS
Listed on several NHS frameworks including SBS, CCS and G-Cloud to ensure surety of purchase routes and valid, safe and protected procurements.

UK-Wide Capabilities

3 DEDICATED UK DATA CENTRES
Offering co-located, fully managed and hybrid services to minimise risk of downtime.

24/7 HELPDESK
Help available on demand 365 days of the year, from over 350 service professionals.

SERVICE OPERATIONS CENTRE (SOC)
We enable rapid roll-out via highly skilled technical support teams who are handling around 30 new service designs and 45 transition programmes as you read this.

ENGINEERING
Break-fix solutions via over 100 field service and on-site engineers, contactable through a single helpdesk, with access to 15,000 spare parts via 17 storage and workshop locations, providing localised support.

CONFIGURATION CENTRE
Over 750 workstations in a 20,000sqft facility staffed by 40+ technicians offering consultancy, rack building, device imaging and many other customised services, reducing project delivery timelines.

NATIONAL DISTRIBUTION CENTRE (NDC)
Delivery to 98% of UK within 4.5 hours via 120,000sqft facility, holding 325,000 items of stock and shipping over 3 million items each year.

SERVICETRACK
ServiceTrack from CDW delivers comprehensive asset management, inventory data, reporting and purchasing trend analysis, and integrates fully into your existing systems.

Why Work with CDW?

0207 791 6540 | healthcare@uk.cdw.com
Changing the way users work

Clinical mobility across acute, primary and secondary care is key to improving patient outcomes in the NHS. It is about ensuring clinicians can spend quality time with patients, in a hospital environment or closer to the patient’s preferred location, without the burden of inadequate technology. Clinical mobility improves both efficiency and patient wellbeing.

Equipping staff with mobile devices, backed by agile infrastructure via a secure digital workspace, enables them to access the files, data and apps they need regardless of their location. This creates the potential to see more patients, respond quickly and use apps for administrative workflows in order to maximise face-to-face time.

Mobility also delivers cost savings. According to one estimate, mobile technology in the community could save the NHS up to £19,000 per clinician every year. From remote monitoring of vital signs to giving community-based nurses the ability to log and access data from any location, the potential for increased efficiency is impossible to ignore.

CDW can help identify a system of mobility which is adaptable, robust and cost-effective. As healthcare moves beyond the physical walls of hospitals and health centres, CDW supports the design and deployment of a secure digital workspace which accompanies care providers wherever they are, improving availability and accessibility without compromising security.

61% of community provider organisations and 39% of nursing provider organisations are sufficiently equipped with mobile devices.

Fewer than half of all healthcare IT decision-makers have confidence in their existing mobile device management capabilities.


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The need to improve patient care and system efficiencies is forcing healthcare organisations to drive greater innovation from their data centre transformation projects. However, the risks associated with data centre modernisation can cause delays and overspending, leading to a poor staff and patient experience. CDW’s expertise and methodology for delivering modern data centres in healthcare helps to create agile IT infrastructure, which scales rapidly to meet data demands across the continuum of care, while minimising risk and cost.

CDW’s data centre expertise helps healthcare organisations to:

- Successfully deploy next-generation technologies such as hyperconverged, software-defined and cloud enabled solutions
- Drive operational excellence and patient experience via new insights through analytics and machine learning
- Drive workforce innovation and productivity
- Reduce IT and operations complexity and costs, delivering a more agile IT service
- Deliver continuity of service with high levels of availability, simplicity and anywhere access
- Reduce risk and protect data from security breaches
Cyber Security

Exposure of patient data is a major concern. Cyber attacks inflict damage to critical systems, jeopardising continuity of service and potentially compromising patient care. However, the sophistication and scale of cyber threats are rising faster than many organisations’ ability to defend against them. At the same time, the growth of mobility, IoT and other advances are expanding the surface area that is vulnerable to intrusion. As a leader in full-scale orchestration, CDW does not view cyber security as a separate consideration but embeds cyber security strategy across the entire IT spectrum, incorporating policy, process and technology. ‘Secure by default’ is an objective behind all CDW projects, equipping healthcare organisations with the right tools and services to protect against a data breach or system compromise. CDW can deliver a robust security approach spanning all of the potential vulnerabilities in the IT estate.

MANAGING RISK

25% increase in number of attack groups using destructive malware

Each attack group targets 55 organisations on average
THERE ARE FIVE KEY STAGES TO APPROACHING, PLANNING AND IMPLEMENTING A CYBER SECURITY STRATEGY TO HELP MINIMISE THE RISK OF A BREACH OR SYSTEM COMPROMISE:

IDENTIFY
Solutions and services that cover the whole spectrum of understanding an organisation’s business, technical and security requirements to assessing the security risk to an organisation’s IT infrastructure.

PROTECT
Solutions and services that are implemented to ensure that an organisation’s IT infrastructure and Data remains secure and continuously available.

DETECT
Solutions and services that provide on-going threat detection, security intelligence, vulnerability management, log analysis, event management and recursive scanning of the network and its applications to provide a clearer, deeper insight to an organisation’s security posture.

RESPOND
Services to provide a response and / or triage a breach or suspected breach within an organisation’s infrastructure.

RECOVER
Solutions to help organisations restore data and service availability following a security event or incident.
Hybrid cloud, which combines the best elements of public and private architectures in a single environment, is an outstanding prospect for healthcare providers with understandable doubts about full transition to the public cloud. CDW is dedicated to overcoming cloud complexity, whether you have an existing cloud environment or are seeking migration to a new one. Our comprehensive suite of cloud services is underpinned by partnerships with providers including Google, Amazon and Microsoft. ServiceWorks, CDW’s own cloud platform, provides hybrid cloud capability that is fully managed.

39% of NHS organisations plan to introduce some element of cloud infrastructure within two years.

Cloud Services

- **CLOUDPLAN®**: A strategic methodology to help you make smart choices
- **SERVICEWORKS**: A fully managed hybrid cloud solution
- **MANAGED SERVICES**: To relieve pressure and enable progress
- **CLOUDCARE®**: Public cloud capabilities, optimised for you
- **CLOUD COMMUNITY**: Opening the door to specialist solutions
Expert consultancy is supported by unique toolsets to help organisations plan, implement, migrate, monitor and optimise for sustainable improvement. CDW can help reduce risk, save costs and maximise productivity, regardless of what phase of the journey an organisation is in. Core solution areas start with CloudPlan, a strategic methodology that helps organisations make choices about how to manage transformation.
Software is a crucial element of an organisation’s digital transformation, forming a key part of their technology infrastructure and enabling flexibility and agility. Solutions, security and storage can all be driven by modern, innovative software. CDW will help you utilise software to improve efficiency, data analysis and patient outcomes, to navigate complexity and create long-term cost avoidance.

Most organisations only have to store data for a few years; healthcare organisations have to store it for the entirety of a patient’s life. This is a huge responsibility, and CDW take it seriously. We can take your legacy systems where multiple products are being used and consolidate them into one. We will ensure that your workspace is truly mobile, allowing you to work on the move.

Our partner-certified teams help you maximise your software investment, provide excellent quality care, reduce cost and increase pace, flexibility and agility, ultimately ensuring the best outcomes for your patients.
Remote Patient Monitoring

By connecting smart sensors and devices to the cloud, care teams can be equipped with a near real-time view of the patient's health activities. There are major benefits for patients with long-term conditions including heart disease, dementia and diabetes. Using aggregated data in an intelligent feedback loop opens up opportunities for predictive analysis.

Actionable Data

Edge computing enables on-the-spot processing and analytics of medical data so that healthcare professionals can respond more quickly.

Machine Tracking

Fitting hospital equipment with RFID tags enables healthcare organisations to accurately locate items when they are needed—particularly in urgent situations. Over the long-term, tracking data can be analysed to identify patterns, improve maintenance programmes and optimise deployment.

Preparing for the Future

Having worldwide partnerships with best-of-breed technology innovators in a range of healthcare sectors allows CDW to serve as an orchestrator. By taking care of selection, due diligence, planning and budgeting, CDW removes the risks and uncontrolled costs facing healthcare organisations when harnessing smarter solutions which ultimately improve patient care.
SUPPORT SERVICES
FOR THE NHS

CDW NATIONAL DISTRIBUTION CENTRE
CDW’s purpose-built National Distribution Centre (NDC) serves as the main integration hub providing services to clients, and is core to our shipment and configuration model. The NDC ensures seamless supply and distribution, secure customer stock holding and fast, reliable delivery, with the ability to ship to almost anywhere in the UK in just 4.5 hours.

Key facts
• 120,000 sq ft Distribution Centre
• Holding over £40m of customer specific stock at any time
• Bonded stock holding
• Over 3 million items shipped annually

CDW CONFIGURATION CENTRE
CDW is focused on saving NHS organisations time and money by building configuration into the IT supply chain. CDW’s 30,000 sq ft Configuration Centre hosts more than 40 technicians, each working with clients to build clear processes that ensure operations run smoothly at any scale.

CONFIGURATION SERVICES
• Network and storage device upgrade and configuration
• Remote connectivity for clients
• Rack building and data centre pre-staging
• Device imaging with SCCM, MDT, Landesk and standalone device imaging
• Server virtualisation and OS installation
• Mobile device configuration
• Asset tagging
• Reduced packaging deliveries
• Consultant-led transition and ongoing support

Rugby NDC
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CDW SERVICE OPERATIONS CENTRE

The SOC is open 24 hours a day, 7 days a week, 365 days a year, processing over 30,000 alerts every month and making 1,900 field visits in this time. 95% of these field calls are fixed within an SLA. CDW’s team of more than 150 skilled field service engineers and 350 service professionals support more than 62,000 customer contacts, with 29,000 incidents managed to completion.

CDW’s highly secure Service Operations Centre (SOC) offers:

- Service design from managed service architects
- Service transition
- Service desk for incident management and first line support
- Engineering services
- Remote monitoring services
- Infrastructure and network management
- ITIL services
- Resolver Group Management Services
- Service management
- SC cleared service desk
- All CDW field engineers are SC and DBS cleared
CASE STUDY

Mid Cheshire Hospitals NHS Foundation Trust employs 4,500 members of staff across three hospital sites in the North West of England. With around 540 hospital beds, its services include A&E, maternity, outpatients, therapies and children’s health.

THE CHALLENGE
- Reduce costs and improve efficiencies across the health system.
- Accelerate modern application adoption by seamlessly decommissioning legacy systems.
- Formulate a new, hybrid cloud-oriented way of managing IT.
- Increase collaboration and more easily distribute or access data within the organisation.
- Support compliance with protection that’s built in, everywhere.
- Enhance security regardless of whose cloud the data may be in or how the organisation is moving data between sites.
- Better leverage big data analytics for population health management.

THE SOLUTION
Formulating a compelling business case was crucial to the development of an effective solution. CDW helped plan and implement:
- Migration to Microsoft Office 365 to improve the user experience, strengthen security, enable mobility, support collaboration and reduce day-to-day IT management pressures on the internal team.
- Roll-out of new Lenovo devices: a Device as a Managed Service (DaaS) solution delivered by CDW enabled the Trust to establish a new five-year refresh cycle to strengthen future proofing.
- Supported configuration.
- User adoption training.
- An aligned Service Delivery Manager to frequently provide reports highlighting common issues and work with the Trust collaboratively to help streamline the service.

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THE OUTCOME

• Log-in times have been dramatically cut to less than one minute.
• Staff are undertaking more appointments per day.
• There have been improvements in mobility, security, collaboration and workflow.
• The Trust is benefitting from CDW’s CloudPlan service as it builds a proposed framework for migration to Microsoft Azure in the near future.
• Roll-out of new Cisco networking technology, including the replacement of a large number of Wi-Fi access points in hospital buildings, which will make free Wi-Fi available to patients for the first time.

The key is to articulate why something is important. I don’t ask for new technology, I ask for a programme of change.

Amy Freeman, Associate Director of IT at Mid Cheshire Hospitals NHS Foundation Trust

"One of the great strengths of CDW is that I can call my Account Director at any time and he will do his very best to resolve an issue. His flexibility and dedication is something I value very highly."

Amy Freeman, Associate Director of IT at Mid Cheshire Hospitals NHS Foundation Trust
We have worked with CDW for many years. They have consistently provided the best value for a range of IT projects and requirements and in addition we have had nothing but great service from our Account Manager, who always strives to go above and beyond to assist us with our various needs.

Peter Hughes, Assistant Director of IM&T (Infrastructure) at Stockport NHS Foundation Trust

I have worked with CDW for a number of years now. Their services and products have helped us deliver key projects within our organisation. One of these projects has been to enable our workforce to become “agile”, changing the way our clinicians deliver patient care. I would highly recommend the services and products provided by CDW.

Amin Parag, ICT Projects and Transition Manager at North East London NHS Foundation Trust

We have a huge project ahead of us in the building of our brand new cancer hospital in Liverpool, and need to deliver an innovative and modern IT infrastructure in time for the hospital going live in 2020. Our Account Director and CDW’s technical resource have worked closely with us, providing a consistently high level of service to help us design and deploy a comprehensive solution, which will improve both productivity of staff and patient care across the region.

James Crowther, Head of IT Operations at Clatterbridge Cancer Centre NHS Foundation Trust