

The Royal Brompton Diagnoses Kaseya for IT Deployment needs

Overview

Royal Brompton & Harefield NHS Trust is the largest post-graduate specialist heart and lung centre in the United Kingdom. The Trust was established in 1998 following the merger of Royal Brompton Hospital and Harefield Hospital and is based on two sites, one in Chelsea, London and one near Uxbridge, Middlesex. There are currently a total of over 2,200 staff employed.

The Need

The Royal Brompton (RBH), like many leading NHS primary health care organisations, has large, diverse IT requirements that support hundreds of employees across multiple locations. The Brompton is at the forefront of many IT developments within the NHS and is at the cutting edge in the drive to deliver a single patient database nationwide.

The RBH NHS Trust is a merger between two different hospitals. This has meant that the different practices and procedures have had to be unified into one. The legacy of the merger has meant that the IT department was faced with, not only different policies and processes, but also a wide range of PC makes, models, operating systems and applications. The IT department's desktop team had been continually been upgrading, maintaining and supporting the 1,750 PCs towards the goal of a unified desktop.

The Trust's desktop team consists of four full time staff - two at each hospital site - dedicated to ensuring that the desktop systems are working to its client base's satisfaction. This support ranges from general support issues; to software and hardware upgrades; to dealing with any immediate and pressing issues, such as recovering from a virus.

Recently, the workload had increased dramatically with the Trust working towards a single, unified Web Based PAS (Patient Administration System) system. This has largely meant readying all the PCs to be an acceptable level to receive the new system. Though the level of work required on each PC was not highly technical, the large number of PCs required personal visits to be standardised meant the size of the task was highly challenging.

"Visiting 1,750 PCs was not only labour intensive for four analysts, but not in-line with the changing work practices of the Trust. The IT Management, with future projects in mind, required a centralised means of deploying and rolling-out applications and subsequent changes," comments Paresh Patel, Desktop Manager at RBH.

The Solution

The IT department initiated a search for an IT solution that would centrally deploy changes to the IT infrastructure in a controlled fashion and ensure time savings as well.

"We started to look at a number of automating tools and began to evaluate the different technologies on the market. We needed to find a solution that would fit in with our current IT infrastructure. Some technologies required Internet Explorer (IE) 5.5 or higher on the client end. We had IE 4 on the floor," says Paresh.

"In addition, we also evaluated other factors that the different technologies could offer that would further save time and help in standardising the infrastructure e.g. Patch Management. After a lot of consideration we found that this solution was not only best suited to our requirement but the consultants support service a factor that swayed us to implementing Kaseya," adds Paresh.

The Brompton decided to implement Kaseya in the Autumn 2004, with a short deadline to implement it. Its deployment was critical to the successful roll-out of another application. The Brompton required all its different Internet Explorer versions (ranging from IE4 to IE6) to be standardised to IE6.

With the support of Kaseya's consultants, Brompton's in-house IT analysts began to get to grips with the specific scripting required to successfully roll-out applications. As Kaseya's solution was utilised its wide range of features soon became relevant and of interest to the Brompton. "Though we had a very specific project that we required remote deployment solution for, Kaseya's ease-of-use soon made it a contender for providing many other solutions," adds Paresh.

"Kaseya has successfully been used to push scripts out automatically. For example, In recent changes to network configuration, Kaseya was able to successfully implement it."

The Benefits

"Within the NHS sector, the IT function is evolving constantly. With Kaseya, we have the ability to meet any future deployments. Changes to the IT infrastructure can be met with confidence in the full knowledge that Kaseya is able to implement it. Furthermore, it has been a worthwhile investment enabling us to not only make time savings, but enable problems to be tackled in a controlled manner, with speed," states Paresh.

"However, the product is only as good as the support for it. What sets Kaseya apart from the rest in the industry is its service support. Recently, when our SQL server developed issues, Kaseya's consultants helped to ensure that the Kaseya system was back in operation within 24 hours and, importantly, without the loss of any data already collated."

"We at Brompton have especially been impressed with the in-built video streaming capability that enables Kaseya consultants to provide remote assistance, saving a lot of time and provide support in real-time."

Finally, Kaseya has already proved its worth in many areas as it is winning others within Brompton's wider IT department because of its ease-of-use. Its abilities to serve as a back-up to many of the IT tools that Brompton already uses is also proving useful.

"For an organisation such as ours where the IT resources are tight, Kaseya has been an invaluable investment," concludes Paresh.