



# Norfolk and Waveney Mental Health Foundation gives NightWatchman the Green Light

Norfolk and Waveney Mental Health Foundation Trust proves green IT policies can work by deploying a less intrusive desktop maintenance from 1E to help lower bills

## Customer profile

Norfolk and Waveney Mental Health Trust was established in 1994 and is now a NHS Foundation Trust. The Trust provides a range of specialist mental health services to nearly 800,000 people from all age ranges across Norfolk and north east Suffolk and is dedicated to the care and recovery of anyone in this area experiencing mental ill health or substance misuse issues. Nearly 1,600 full and part-time practitioners care for service users in hospitals, in the community and in their own homes, whilst an additional 600 staff provide non-clinical support services, including cleaning, catering, delivering supplies, ward administration and running transport. In total employees use 1,500 PCs and 250 laptops.

## The challenge

Norfolk and Waveney MHFT has an ICT department of 24 people who are responsible for all its core IT infrastructure and services, including technical support, project management, training, clinical systems and security. "We deal with a wide range of IT needs here," explains Alan Vigus, Head of ICT Services. "Although we are generally able to provide a comprehensive and seamless service, over time we have evolved separate systems for handling patch management, virus control, system upgrades and other maintenance tasks. With these upgrades happening with increasing frequency, we began to think about ways to consolidate overall desktop management."

During the planning stages of this review, the team became aware of the costs of high energy consumption caused by overnight upgrades and the practice of leaving computers on all night to allow these to happen. "This was in direct conflict with the Trust's wish to become 'greener', and we realised we could save a significant amount of money if we could find a way to perform upgrades in a faster and more controlled manner," comments Alan.

## Solutions Overview



### The Project

Less intrusive desktop maintenance and lower bills - a greener solution from 1E is given the green light at Norfolk and Waveney MHFT.

### Project Requirements

- Single desktop maintenance system
- Consolidation of existing toolsets
- Less intrusive patch management
- Lower energy consumption

### Solution Summary

- Power & Patch Management (comprising NightWatchman® and WakeUp™)

### Key Benefits

- Significant cost savings through lower power consumption
- Expected minimum savings of £20,000 per year
- More efficient desktop maintenance processes
- Potential to extend system to remote sites, increasing proportion of home-based, mobile and flexible workers
- A 'greener IT' status



## The solution

As part of a wider conversation on greener solutions, a neighbouring Trust suggested Vigus' team look at the Power & Patch Management from 1E. This product combines two powerful technologies: WakeUp™ and NightWatchman®, enabling total workstation switch-on, product install and switch off, for 100% guaranteed patch management success and reduced PC power consumption. "I was intrigued, so we carried out an informal trial of NightWatchman across ten machines to see what happened," says Alan.

The result was unambiguous. Even with so few machines running a single element of the solution, the team gathered data which proved that by configuring auto-shutdown and wake up, substantial savings in energy and cost could be achieved. "With this evidence, we were able to provide a compelling business case for deploying the full Power & Patch Management across the whole Trust," recalls Alan. "Our request was considered by the Information Management and Technology Strategy Group who supported the case and funding was secured immediately with a green light to deploy."

## The benefits

Installing NightWatchman and WakeUp was a straightforward task and the team encountered no user resistance. "NightWatchman switches off monitors after 20 minutes of idle time and gradually powers down disks until the evening switch off," says Alan. "Users still working can simply elect to remain switched on, effectively achieving a balance between the corporate need to save energy, and our own technical administration needs."

The deployment of the 1E solution across the Trust and the tighter management of patches and upgrades has exceeded the promising results from the early trial. "One third of our PC estate is at a particular hospital, and in a three month period the savings translate into £6.5k per year off our energy bill," says Alan. "Extend that across the whole trust and we're looking at minimum annual savings of £20,000."

The success of the deployment has played a major part in the Trust's energy saving campaign and will be extended to remote sites and mobile users in the future, increasing the acceptability and cost-effectiveness of mobile and home-based working.

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