



1E delivers desktop consistency and control to OHIS

OHIS needed to plan IT upgrades cost-effectively and deploy them quickly - but multiple sites and an ageing IT infrastructure made this a huge challenge. 1E skills and solutions solved both problems at once.

Customer profile

Located within the John Radcliffe hospital, Oxfordshire Health Informatics Service (OHIS) is a 'county-shared' central IT resource. OHIS serves the information needs of Oxford Radcliffe Hospitals: the Nuffield Orthopaedic Centre; Oxford Learning Disability Trust; and Oxfordshire & Buckinghamshire Mental Health Partnership NHS Trust - with a total of over 10,000 PCs and printers, in a variety of hospitals, clinics and Trust offices.

The challenge

The range and diversity of locations within the OHIS remit made the management of IT assets extremely difficult. "The challenge of managing our desktop infrastructure was soaking up a large proportion of our time and effort," recalls Dominic Hamilton, IT Project Manager with OHIS. "Our ability to run a PC audit was limited, so the information we did have was often inadequate for the decisions that had to be made. This was leading to 'best guess' purchases and lengthy deployments, which didn't always meet the need that existed."

When technical support for the existing operating platform expired, Hamilton drew up a requirements document for OHIS and began to research the options which would best address its most pressing IT system needs. Top of the list was Microsoft SMS 2003, and soon after research began, Hamilton came across 1E.

The solution

An initial chat with 1E Professionals Services, the consulting organization within 1E, confirmed Hamilton's view that SMS 2003 could provide a solution to the immediate problem. To develop a stronger business case, the 1E team carried out a detailed requirements gathering session, to which senior executives within OHIS were invited. This was used to generate a compelling case for

the introduction of a new operating platform, which demonstrated clear benefits that immediately gained high level commitment. Amongst these was the implementation of a specific 1E tool, Nomad Branch (a component within Nomad Enterprise®), which efficiently distributes and deploys software and patches to remote branch offices that lack server support, and was a natural fit with the topology of the Oxfordshire NHS.

Solutions Overview



Project Requirements

OHIS now makes better IT upgrade plans and implements them more quickly following intervention by 1E.

Products Implemented

- Microsoft SMS 2003 SP2
- Nomad Branch (a component within Nomad Enterprise®)

Key Benefits

- Clear and detailed view of a widely distributed IT infrastructure
- Improved support capability plus reduced calls to Help Desk
- Better information for upgrade planning and purchasing
- Effective, instant roll-out to even remote branches
- 99% of total PC estate (over 7,500 PCs) patched with the latest fixes
- Significant time-saving

Following a proof-of-concept design, 1E received the go-ahead to implement a full deployment of SMS 2003 SP2, followed by the deployment of Nomad Branch. "We selected the products with some care, since we needed to ensure maximum compatibility with current and future IT purchases. This meant losing some legacy clients, but the gains were clearly going to exceed the costs," comments Hamilton. The deployment began in December 2006 and despite the highly distributed infrastructure was completed across 7,000 seats by the end of January 2007.

John Skinner, Director of OHIS, adds "1E have very skilled technicians who helped us all the way along. They provided excellent training for our staff. They helped solve problems when we met them, as you inevitably do, and they came up with very sound advice as to what we should do - in a cost effective way. We found them to be an excellent partner and they were very helpful and supportive throughout the process, and have continued to be since. When we do have the occasional problem, they 'bend over backwards' to help you. Without 1E we would have had an amateur implementation that would not have delivered nearly as many of the benefits and would have taken an awfully long time."

The benefits

The finished deployment has revolutionized the view that OHIS has of its desktop infrastructure. The management and auditing capabilities of SMS mean that each item of hardware and software is now clearly identifiable, making upgrade planning precise and cost-effective. Nomad Branch enables the roll-out of these upgrades to even the smallest and most remote locations, ensuring absolute consistency across the entire network. Management and maintenance projects which once lasted weeks can now be completed in hours.

"This deployment has given us overnight access to a wealth of information about our IT infrastructure. Our IT support analysts are now empowered with a wealth of information provided by the SMS database and we're able to accurately target groups of PCs by a handful or by the thousands, depending on the requirements. 1E took the time to understand our priorities and developed a solution which matched them. Throughout the deployment they were professional, flexible and constructive – and they've stayed in touch to ensure we're getting what we expected from their technology," comments Dominic Hamilton.

1E – Empowering Efficient IT

We believe every one of our customers should expect more from their IT. Founded in 1997, 1E pioneered advanced PC power management with the release of ground-breaking solutions like NightWatchman® and WakeUp™. That innovative approach has continued with the development of revolutionary concepts like Useful Work™, Drowsy Server® and Computer Health™ as part of a unique range of industry-leading solutions. Headquartered in London and New York and with 14 million licenses deployed world-wide, over 1100 organisations in 42 countries have trusted us to help them to work effectively, productively and sustainably. To date, we have helped our customers save in excess of \$530m in energy costs alone, cutting CO₂ emissions by 4.3 million tons. We have many imitators, but there is only one 1E.

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