

# Bristol Community Health

Managed cloud and DaaS support 1,600 community healthcare workers across Bristol

When Bristol Community Health took over the delivery of community healthcare services across Bristol and beyond, it needed a purpose-built IT infrastructure that would support mobile working for its 1,600 staff. Fordway designed and implemented a cost-effective managed cloud solution that enables them to access the network from any location, with 24x7 support to ensure they can always obtain whatever services they need.

## At a Glance

**Company:** Bristol Community Health

**Industry:** Hospital & Healthcare

### Solution(s):

- Infrastructure as a Service
- Desktop as a Service

### Successes:

- Infrastructure as a Service (IaaS) and Desktop as a Service (DaaS) supporting all 1,600 staff
- Desktop as a Service includes core applications and full device management
- All services are fully mobile enabled so they can be accessed from any location, anytime
- 24x7 Service Desk remotely supports and manages desktops and applications
- Project delivered within strict budgetary requirements and tight schedule
- Onsite training, knowledge transfer and support provided throughout the project rollout period and beyond



Bristol Community Health delivers community healthcare services across Bristol and beyond. The organisation provides over 40 services, ranging from community nursing, health visiting and end of life care to school nursing, physiotherapy services and prison healthcare. Most of these services are delivered in the community or the home, helping people to live life well in the comfort of their own surroundings.

## **The business need: an infrastructure to support multiple sites and remote working**

BCH needed a new IT infrastructure to support its multiple sites and 1,600 staff in providing healthcare in the community. With 25 sites across the Bristol area and teams working with patients at their homes or in community centres, reliable mobile working was essential to provide access to all the systems used to support clinical care. BCH needed a solution that made mobile working straightforward for people whose expertise is in providing clinical care, not configuring IT systems.

## **The solution: IaaS and DaaS, with 24x7 support**

Fordway was awarded a five-year contract to provide BCH with a new cloud-based IT infrastructure using Infrastructure as a Service (IaaS) and Desktop as a Service (DaaS). Fordway's managed cloud services provide the business continuity and resilience required to support operations.

The desktop includes core applications and full device management through Microsoft SCCM. 1,100 users were provided with new Windows 10 devices procured by BCH, while a further 400 Windows 7 desktops were redeployed from the previous contract. All services are fully mobile enabled so that they can be accessed from any location through WiFi or 4G. Fordway's Service Desk provides 24 x 7 support.

The project needed to meet strict budgetary requirements and a tight schedule. Fordway prepared a detailed project plan showed the individual steps required to complete each onboarding phase and a risk register to RAID standards, which was constantly updated throughout the life of the project.

The rollout was carried out in a phased approach, with Fordway consultants working alongside the BCH project management team. Part of the challenge was handling the migration and re-platforming of legacy systems seamlessly to minimise disruption. Testing, UAT and operational readiness acceptance were crucial to ensure sign-off and maintain the schedule, and an integrated communications plan meant that all BCH users were kept up to date with the information relevant to them. On-site tailored training was provided to groups of users, to support each user's level of IT proficiency. Analysts were on hand throughout to support for each site and handle initial queries.

## The benefits: access to services at any time, from any location

Desktop as a Service is ideal for organisations such as BCH, whose staff need to access services from wherever they happen to be working. Desktops and applications can be supported, managed and updated remotely, meaning that staff do not have to schedule an office visit. It is also easy to manage access for locum and contract staff, easing the administrative burden. We are delighted to be helping BCH deliver vital services in Bristol.



**Fordway**  
**Hambleton House**  
**Catteshall Lane**  
**Godalming**  
**Surrey**  
**GU7 1JJ**

[sales@fordway.com](mailto:sales@fordway.com)  
[www.fordway.com](http://www.fordway.com)