

# Case Study

## Technology Roadmap provides a United Trust for United Care



Cheshire and Wirral Partnership   
NHS Foundation Trust

Cheshire and Wirral Partnership NHS Foundation Trust, the first mental health trust in the North of England to become a foundation Trust, has replaced its Novell GroupWise email system with Microsoft Exchange Server 2007 and Microsoft Windows Server 2008 messaging system. This provides a fully resilient messaging architecture that will allow them to connect a Unified Communications platform and enable them to ultimately reduce costs as it provides a fully scalable infrastructure which has the capacity to grow as the trust does. By installing a solution running with cluster technologies, the Trust now has a highly resilient platform. More importantly bringing the Trust onto one collaborative infrastructure has provided a number of key benefits. The scalable, intelligent infrastructure, allows employees to work closer and smarter, sharing data in a more responsive manner which enables them to focus more time and money to making a difference in the lives of their patients.

**“ANS Groups strength was its proven track record in implementing similar solutions. It has a great knowledge of our business and an in-depth understanding of the NHS. This means understanding that our objectives are not about making money from a profit and loss standpoint, but from the perspective of generating money to help in the work we do to enhance the lives of our patients. Combined with the power of the Microsoft solution, this project has been a great success ”**

David Walliker, Head of Informatics, Cheshire & Wirral Partnership NHS Trust

### Company Background

Cheshire and Wirral Partnership NHS Foundation Trust (CWP) provides mental health, learning disability, and drug and alcohol services for children, adults and older people. The Trust provides these services in partnership with local authorities and voluntary/independent sectors with the involvement of service users and carers. In July 2007, CWP became the first mental health trust in the North of England to become a foundation trust. CWP has one key purpose which is to improve health and well-being by creating innovative and excellent services. The overall vision of the Trust is to have the highest ambitions and to be a leader in everything that they do.

Informatics within CWP are responsible for the implementation, co-ordination and support of the all the IT services across the geographical area that it represents. The Trust has over 75 remote sites and 2700 staff. Areas supported include hospitals, GP surgeries, mental health clinics and drug and alcohol units.

David Walliker, Head of Informatics at CWP, says: “Access to reliable, high-performing IT is absolutely critical for our Trust. We have 2,700 users accessing our network on a daily basis so keeping the systems running efficiently means we are responsible for a reliable infrastructure that enables employees to work effectively. Our systems must also be highly cost effective to ensure that we channel maximum investment into patient care and keep operational costs to a minimum.”

The need to minimize costs and prepare for the future resulted in a review of the trusts ICT Infrastructure and technical solutions. Historically CWP were using Novell GroupWise which had been in place since the Trust was formed and they were finding it increasingly difficult to source compatible software, grow the current messaging platform and integrate the messaging platform into core business applications. In addition, the cost of managing and supporting the platform was becoming a challenge and with the ever increasing need to reduce IT spend the decision was made to implement new technologies to help overcome these challenges.

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## The Challenge

Cheshire and Wirral Partnership NHS Foundation Trust Informatics department had only been formed within the last year and required a core network infrastructure to interconnect all sites and the local county council. Whilst addressing this initial requirement, once implemented, there were also a number of areas for development. In addition all newly introduced systems and services had to be fully supported and maintained by ANS Group.

Once extensive analysis of the client requirements and best of breed solutions had been conducted the consensus was to initially implement the following installations and services. The new core network was designed and installed, the necessary relationships were established between the Trust and Cheshire County Council and the Novell email system was migrated Microsoft Exchange 2003. Indoor wireless networks were installed at remote sites and a Remote Access solution was implemented throughout the Trust.

The key component to this whole installation is the post project support which ANS Group continues to provide on a daily basis. The establishment of this support lay in the high level of site documentation produced whilst conducting the installation. The configuration of every server and network device recorded, the extensive diagramming of the new infrastructure and dependant relationships.

## The Solution

ANS Group were asked to design a messaging platform which would provide the following functionality to the Trusts:

- Provide a fully resilient platform with no single point of failure
- Provide a fully scalable platform which would accommodate the anticipated growth without further investment from the Trust
- Provide a Messaging platform which would integrate fully into the Trusts' core business applications based upon Microsoft SharePoint, integrate with the Trusts' Cisco Call Manager IPT infrastructure
- Provide a simple to use Messaging platform from a user and administrative perspective
- Provide a Migration strategy for the trust to migrate key employees from Novell GroupWise to the new platform
- Provide a platform that would enable mobile users (BlackBerry)

By implementing multiple "CAS/HT" servers using "Network Load Balancing" technology, ANS were able to provide a fully resilient Microsoft Exchange 2007 organisation. The next challenge was to provide integration into existing key business applications; ANS created a method to seamlessly deploy the Microsoft Outlook client to the Trust, and remove the existing Novell GroupWise clients from each desk, using Microsoft Outlook Web Access for disjoined employees. By working closely with the trust ANS devised easy to understand training guides and easy to follow "How To..." guides so that at the time of migration the Trust were able to ease the transition between e-mail client and minimise any increase in calls to their helpdesk.

The Microsoft Exchange platform also allows for the anticipated growth of the Trusts' Unified Communications platform, with the requirement to deploy full UC to the trust in the future. Microsoft Exchange 2007 server provides the best messaging platform for integration into Cisco Unified Communications Manager. The final challenge was to provide a migration strategy for key employees to migrate their Novell GroupWise data into Microsoft Exchange 2007.



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## Business Benefits

By using Quest's "GroupWise Migrator for Exchange" ANS were able to silently migrate data in the background, and provide a quick and fully managed migration. Users that had a specific requirement to migrate their mailboxes were able to switch mail clients with zero downtime, and still have access to all of their existing messaging data.

In 2006 CWP selected the Microsoft Gold Certified Partner and Novell Platinum Partner ANS Group to replace Novell Netware with the Microsoft Windows Server™ 2008 operating system Business Benefits.

Due to the mixed environments there were significant system management challenges. Employees must be able to stay focused on core projects rather than ongoing IT management and maintenance. The new infrastructure frees employees to spend more time on their patients and getting access quickly to the information they need.

Staff are located across 75 regional sites and spend a great deal of their time working face-to-face with adults, children and young people. They need real-time access to information on projects and cases. The built-in support for mobility and rich client functionality of Microsoft Office Outlook® Web Access (OWA), used in tandem with the Microsoft Office Outlook 2003 messaging and collaboration client, has proved of great benefit to the trust.

Remote users now have enhanced mobile functionality and security with better back-up tools. Due to the scalability potential of Microsoft Exchange 2007 Server, the trusts entire messaging platform is now running on 4 server's in a single Data Centre. They are now which fully resilient to loss of service in the event of hardware or software failure.

One of the Trusts' main drivers was to reduce the total cost of ownership so that they could maximise the time and money they spent working with those who needed them most. This was achieved through strategically using technology from companies like Microsoft that is low-cost, risk free, easy to use and high performing by using leading-edge IT.

They can realise their full potential as a Trust and deliver the best possible services for their patients. The new Microsoft solution has delivered real improvements for the end users and ultimately the people who use the services. Sharing information has become easier, access to client data has become faster, and it allows them to support remote workers ensuring they are connected all the time.

With increased pressure on budgets and an escalating requirement to manage risk of system loss downtime, most businesses look to make wise IT decisions and invest for current as well as future commitments. CWP is no exception in this methodology. The Trust need to plan and justify every investment carefully as overspending financially or in terms of resources impacts the business.

CWP has now improved management over its IT systems. Striving for continuous improvement the decision to move to a Microsoft-based solution was prompted by the ability to ntegrate applications throughout the organisation. They could not use certain applications with Novell, but now it has the ability to connect all its software together, providing a more united view of the organisation.

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