

Avon IM&T Consortium

Remote Control is the Key to Saving Money and the Environment

Profile

Avon IM&T Consortium was established in April 2007 to supply NHS Bristol, NHS North Somerset and NHS South Gloucestershire with a dedicated IM&T service

Company

Avon Information Management and Technology Consortium (Avon IM&T Consortium)

Location

United Kingdom

Industry

National Health Service (NHS)

Solutions

- LANDesk® Management Suite
- LANDesk® Security Suite
- LANDesk® Service Desk
- LANDesk® Event Manager

Key Benefits

- Efficient control over the complete IT estate, including 5,000 desktops and laptops at over 150 locations
- Ability to do more with less: first-time fix rates have improved from 25% to 50%, despite a 30% increase in calls and with no additional headcount
- £115,000 in productivity savings, reduced travel costs, and a nearly 60-tonne reduction in carbon footprint using remote control
- Improved software license management to meet the strict compliance audit requirements of other software vendors

Overview

Avon Information Management and Technology Consortium (Avon IM&T Consortium) is a shared service supporting National Health Service (NHS) Bristol, NHS North Somerset and NHS South Gloucestershire. It works closely with PCTs, GPs, other healthcare clinicians and clerical support staff to deliver cost-effective and efficient IT services that achieve better patient care. Avon IM&T Consortium was voted “Healthcare IT Team of the Year” by the judges of the EHI Awards 2010.

Challenge

Avon IM&T Consortium handles 3,000 calls every month and supports 7,000 users. Over time, the number of calls had increased as the healthcare community was encouraged to move from a predominantly paper-based to an electronic working environment. It soon became clear that the organisation required a more sophisticated service desk solution to replace its existing Numara Track-IT! call logging system.

Furthermore, Avon IM&T Consortium needed a best-of-breed technology platform that could manage its total IT estate more effectively, automate software distribution and centralise the security of the infrastructure.

Jason Wallace, Head of IT Services of Avon IM&T Consortium explains: “Up until last year, installing new software was labour-intensive, taking a ‘man with a van’ approach. However, with staff at 150 locations and 5,000 laptops and desktops to support, a big-step change was necessary to meet our users’ growing reliance on Information Technology and improve the efficiency of IT.”

Like many organisations serving the NHS, Avon IM&T Consortium was under pressure to deliver tangible cost savings. One way to save money was to move the organisation up through the NHS Infrastructure Maturity Model, or NIMM, so that it could leverage central government vendor contracts. The search was on for a solution that would help Avon IM&T Consortium measure its progress against the NIMM assessment framework and, over time, gain access to prepaid products as its IT improved.

Solution

Avon IM&T Consortium originally turned to LANDesk to manage the increasing number and complexity of calls to the service desk. It deployed LANDesk® Service Desk three years ago, initially taking advantage of the system’s incident and change management functionality and introducing additional features in a phased approach such as the LANDesk® HR Process Pack, which was installed to automate the organisation’s starter/leaver process.

In 2010, Avon IM&T Consortium carried out a rigorous evaluation of the marketplace when it took the decision to purchase a solution that could control its entire IT estate. The appearance of LANDesk in a report by industry analysts Gartner gave Avon IM&T Consortium confidence that it was buying a solution from a market leader who would continue to innovate and provide a future-proof solution.

Moreover, the LANDesk system does not require a large customer infrastructure to run effectively. This was an important selection criterion for Avon IM&T Consortium which supports all users with only two servers and lacks the capital resources to buy additional equipment then fund its

ongoing support and future replacement. The unique LANDesk® Targeted Multicast™ technology that allows IT departments to distribute software with minimal bandwidth and without dedicated hardware effectively replaced Avon IM&T's need for a staging server, another time and cost benefit.

In August 2010, Avon IM&T Consortium went live with remote control, software distribution and patch management after purchasing LANDesk® Management Suite and LANDesk® Security Suite. The organisation's 40 IT professionals now manage a single service desk and systems lifecycle management platform that seamlessly integrates different networks at multiple GP surgeries and monitors all assets across the IT infrastructure.

Results

According to Jason Wallace, Head of IT Services at Avon IM&T Consortium, LANDesk® software has delivered considerable benefits: "LANDesk has proved our original business case for purchasing the system. Using remote control, we have already made £115,000 worth of productivity savings because we no longer rely on contract staff or moving senior engineers away from other projects. We have also slashed our travel costs and our carbon footprint has gone down by 60 tonnes in the IT department alone."

Avon IM&T Consortium is dedicated to establishing sustainable IT practices. It hopes to build on its current success by looking to LANDesk® power management capabilities to switch off equipment at the end of the day and drive down electricity costs.

Before LANDesk, Avon IM&T Consortium had no means of auditing its licensing activities. Shortly after installing LANDesk, it was able to respond to a request from McAfee to provide a complete anti-virus compliance report in just one week.

Similarly, speed is of the essence for the service desk where the team has doubled its first-time fix rates from an average of 25% to 50%, with 60% of those incidents now resolved within one hour despite a 30% increase in calls and the same number of staff.

Avon IM&T is impressed with the flexibility of LANDesk: "We can set up the LANDesk system to do exactly what we want it to do, essential for operating in a complex environment like the NHS," says Jason Wallace. "LANDesk always works with us, delivering what's best for our organisation. Flexible technology combined with an approachable, helpful team make LANDesk a winning formula for our business."

Next on the horizon is creating a smarter service desk environment. Pivotal to this new project is the implementation of a full Configuration Management Database (CMDB) offering full impact analysis so that Avon IM&T Consortium can minimise the disruption to everyday business whenever changes are made over the network. By bolstering the organisation's service desk offering, Avon IM&T Consortium is fundamentally positioning itself as the number one IT supplier of choice for the region, whatever transformation occurs in the NHS.

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— Jason Wallace
Head of IT Services
Avon IM&T Consortium

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