

CASE STUDY

WINDOWS 10 DEPLOYMENT TO DESKTOPS AND LAPTOPS



Northwick Park Hospital is now using the latest Microsoft technology following a successful Windows 10 upgrade rollout managed by Healthcare Computing

Northwick Park Hospital is a major NHS hospital situated in Harrow, North West London, managed by London North West University Healthcare NHS Trust.

“HC has assisted NWPB during Windows 10 rollout, supporting us well producing project plans based on our needs and true collaboration. The team was flexible and offered a very responsive service throughout the project overcoming the additional challenges during lockdown.”

John Keating, Digital Technology Director & Deputy CIO - London North West Healthcare NHS Trust

Challenge:

With Microsoft’s support for Windows 7 coming to an end at the beginning of 2020, Northwick Park Hospital (NWPB) needed assistance to upgrade over 2,100 devices onto Windows 10. The Trust opened a tender to choose a reliable provider with experience delivering IT projects in the NHS. HC have delivered IT projects to NWL

Collaboration of CCGs since 2017, including 3 hardware refresh programmes, wireless services, and the migration to Windows 10 for their GP Practices and CCGs. Based on this successful track record, HC were awarded the tender to refresh the estate and deploy Windows 10 across Northwick Park Hospital and Ealing hospital over a 7-month period.



Solution:

The Windows 10 deployment programme was scoped in two stages. In the first stage 1,500 new laptops and PCs were installed and deployed to Windows 10. During the second stage a total of over 600 PC's and Laptops were upgraded to Windows 10. The original plan was to initiate the project in January, however due to Covid-19 delays the planning was delayed until the end of March with the main rollout starting early July and completed by the end of October. Stage 2 started in November and our engineers completed the replacement of 600 additional PCs within 5 weeks.

Our approach:

Flexibility. As a result of the pandemic the Trust urgently needed to deploy new equipment to operate more collaboratively, from all-in-one workstations with webcams to headsets and speakers to offer video consultations for patients. Hospital staff also levied the use of Microsoft Teams to bring onsite and home working staff together to deliver care of a time of critical need during the COVID crisis. We offered a flexible approach working closely with the Trust's own IT department to deploy all new equipment and to build requirements approved by the Project Board.

Communication. A dedicated Project Manager was tasked with overseeing the project to develop strong relationships with the

customer and ensure robust project management principles were adhered to. Each and every department in scope was visited in person to discuss specific requirements, to ensure that HC staff were able to conduct the replacements, whilst allowing a busy hospital to continue running core clinics. Weekly checkpoint calls took place with a nominated lead from each organisation to review historical and current progress and future plans.

The programme was successfully completed within the revised timescales dictated by the coronavirus pandemic.

Outcome:

- A total of 2,100 devices (both existing and new) upgraded and deployed for users.
 - More than 50 departments and wards supported through the Windows 10 rollout.
 - Additionally, during lockdown, over 500 headsets, webcams and speakers deployed to respond Covid-19 needs.
 - The entire project completed within 7 months despite the challenges created by the Covid-19 pandemic and lockdown.
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"HC team replaced 115 departmental PCs in a little over 2 weeks. We were very happy with the standard of their work - the whole team were professional, knowledgeable and approachable, and they took their time to problem solve those odd cases affecting a single PC or user. We would happily recommend them!"

Adham Nicola - Radiology Systems Manager Radiology Department

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