

CASE STUDY

# UCLH Trust

Simplifying and streamlining the Trust's system, reduced costs and the single point of contact and expert partner to drive innovation across the Trust.

**University College London Hospital Trust** is the largest hospital in the South West Peninsula, providing comprehensive secondary and tertiary healthcare with a catchment population of 450,000.



## At a **glance**

### **The issue**

Outdated, disparate communications infrastructure with spiralling expenses.

### **The project**

Planning, project managing and implementing a new communications strategy across the UCLH Trust.

### **The outcome**

Simplifying and streamlining the Trust's system, reduced costs and the single point of contact and expert partner to drive innovation across the Trust.

## Their **Background**

Maintel worked with UCLH Trust to consolidate and streamline existing disparate communications infrastructure with a fully managed communications service.

# The Challenge

UCLH Trust's 6,000-strong workforce relies on resilient and efficient communications to deliver world-class patient care. In such a high pressure environment, the immediacy of voice communications plays a critical role in coordinating day-to-day operations, however managing devices and lines UCLH Trust's large team can be resource intensive and costly.

James explains: "From fixed line extensions to BlackBerry devices; pagers for on-call remote staff and beepers for medical consultants, downtime is not an option – but neither are spiralling costs. When it was time to update our ageing and disparate communications infrastructure, we looked to consolidate spend and leverage an improved service with greater cost savings."

With the opening of a new hospital on the horizon, UCLH Trust wanted to consolidate and centralise its existing disparate communications infrastructure, which in turn would help simplify management, maintenance and expenditure.

Furthermore, the Trust wanted to implement infrastructure that would support entertainment applications such as video and TV on-demand, as well as clinical applications to enhance staff mobility and improve the quality of patient care.

## Why Maintel?

Having previously worked with Maintel on the implementation of an IP telephony system at UCLH hospital, the organisation turned to Maintel to plan, project manage and implement a new communications strategy for the entire Trust.

# The Solution

Starting with an audit of the existing telephony estate, Maintel identified numerous areas for cost savings before designing a single-touch service that would enable UCLH to upgrade its existing infrastructure, consolidate and reduce telecoms spend and allow the Trust to take advantage of the latest technologies and operator tariffs on demand.

"The audit identified a number of cost efficiencies, and it quickly became clear that Maintel's managed service model provided the commercial efficiencies and technical agility to manage all our communications needs, delivered in one comprehensive package," says James.

Supported by seven permanent on-site Maintel engineers and 24/7 helpdesk, the service encompasses all aspects of the Trust's communications needs, including the provision of its fixed-line telephony, pagers, beepers and BlackBerry devices. It also removes the complexities of managing multiple communications providers and pricing.

# What are the **benefits?**

In addition to simplifying and streamlining UCHL's telephony system and achieving cost savings, the new service also supports ongoing innovation across the hospitals.

James concludes: "Maintel is helping us trial patient entertainment systems including the provision of bedside IP telephony, internet and video-on-demand, for which the trust can control patient charges."



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**James Thomas**, ICT Director, UCLH



# Solid Solutions for a Dynamic World

Maintel is a communications managed services provider. We empower our clients across the public and private sector to deliver mission critical services and achieve their workplace, service and customer experience goals.

We consult on the design, deploy and manage network infrastructures, platforms and software, including our own, that keep ongoing operations running smoothly and dependably, protecting business as usual, at the same time being flexible enough to adapt.

When customer, employee, the general public and regulatory expectations are ever-changing, choose Maintel. We provide progressive, solid solutions that help you succeed in a demanding, dynamic world.

## Our Services

We provide solutions that are not only robust but also adaptable and responsive to the ever-changing nature of the world around us.

### Security & Connectivity

Securely connecting your people, partners and guests to your cloud platforms, applications and data.

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Making your people more effective, collaborative and efficient.

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