

ABOUT UNIVERSITY COLLEGE LONDON HOSPITALS (UCLH) NHS FOUNDATION TRUST

University College London Hospitals (UCLH) NHS Foundation Trust is one of the biggest NHS Trusts in the UK and provides treatment to more than 60,000 inpatients and approximately 400,000 outpatients in an average year. UCLH is made up of eight hospitals in and around London and is committed to delivering top quality patient care, excellent education and world-class research.

In 2000, a PFI deal was struck between UCLH and PFI partners to invest £442 million to build and equip a brand new state-of-the-art University College Hospital (UCH) on Euston Road, London. Staff began moving into this flagship hospital in June 2005 and work is scheduled to be completed by 2008. The hospital provides accident and emergency and general hospital services. It offers patients, staff and visitors world-class facilities and an opportunity to embrace new ways of working to improve the patient experience and to make the most of new technological advancements.

CUSTOMER NEEDS

- Reliable and resilient phone system for multi site
- Investment protection on existing equipment
- Disaster recovery
- Improve efficiencies of communication

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– Peter Burroughs, director of capital investment, UCLH



Eight hospitals, one vision... with a little help from Mitel

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Challenge

UCH is one of the largest NHS building projects in the country and houses 721 inpatient beds and 35 critical care beds. Due to the size of the hospital, which is made up of multi-disciplinary floors rather than a traditional ward structure, and the demands placed on the hospital’s consultants and other staff who need to work in all areas of the hospital, it was essential that the Trust’s telecommunications strategy meet with the hospital’s needs.

The critical nature of a hospital’s work means that staff members need a reliable telecoms platform that will allow them to communicate from wherever they may be in the hospital, therefore ensuring patients receive the best possible level of care. The reliability of the platform was a key consideration as patient care could be compromised if the new system could not guarantee 99.9 per cent uptime.



it’s about **YOU**

SOLUTION COMPONENTS

- Mitel 3300 IP Communications Platform (ICP)
- Mitel Messaging Server
- Mitel IP Phones

RESULTS

- Seamless migration strategy from legacy phone systems to IP
- Resilient and reliable phone system
- “Hot-desking” and messaging solution have resulted in increased productivity amongst staff

A serious fire that closed the hospital down for a week in 2001 also spurred the decision to roll out a new telephony system. The fire destroyed the hospital’s data and legacy telephony system and although the hospital’s data was relatively easily restored within twelve hours, it took over one week to restore the hospital’s telephony causing major problems.

Solution

Following extensive research of the telecommunications marketplace, UCLH decided that IP telephony offered the best solution for its needs due to its flexibility and capability to replace the existing legacy system. It also meant that in the event of another disaster such as a fire, there would be no single point of failure on the data network, meaning the hospital would experience minimum downtime in the future.

Following extensive evaluation, the Mitel® 3300 IP Communications Platform (ICP) was selected combined with an initial 2,000 Mitel 5201 and 5215 IP handsets chosen for their reliability and scalability. In addition UCLH also decided to install the Mitel Messaging Server to guarantee delivery of all voice messages.

“When we began researching the IP telephony marketplace, VoIP was an emerging technology, very much in its infancy. However it was abundantly clear that it would fit-in perfectly with our vision of a high-tech hospital,” said Peter Burroughs, director of capital investment, UCLH.

The reseller was awarded an ongoing contract to manage the hospital’s telecoms infrastructure, and phase one of the contract to implement the Mitel IP solution and connect the handsets to the network began in April and was completed in August.

Results

The Trust is experiencing a multitude of benefits from Mitel's IP solution. Now, those staff members who move about the hospital have their own personal telephone number and they simply log on to the system from wherever they are. The Trust has also experienced considerable cost savings thanks to the installation of a single cable infrastructure accommodating both its voice and data networks. Due to the scalability and flexibility of the system new applications can be added at no additional cost, and the Trust has also experienced savings from departmental moves and changes as the network does not need reprogramming for each move.

The Trust was so impressed by the successful roll out at UCH that it has recently awarded the reseller the contract to plan the entire Trust's telecoms strategy and project manage and implement a complete new infrastructure to the other seven hospitals that make the Trust: The Middlesex Hospital, Hospital for Tropical Diseases, National Hospital for Neurology and Neurosurgery, Elizabeth Garrett Anderson and Obstetric Hospital, Eastman Dental Hospital, The Royal London Homoeopathic Hospital and The Heart Hospital.

Each hospital is housed independently throughout London and has its own legacy telephony system. Initially the reseller will service each of the hospitals' independent telecoms infrastructures including an Avaya system, BT and Siemens ISDX, but will be undertaking a two-year programme to migrate all the individual hospitals' legacy systems across the estate to one Mitel IP solution.

In keeping with UCLH's 'eight hospitals, one vision' message the reseller is keen to move each of the remaining seven hospitals over to a common platform so that the Trust can operate one single infrastructure. This will standardise the Trust's entire telecommunications platform and as a result will simplify maintenance and upgrades to the system and will create tangible financial savings once all the other contracts have been cancelled.

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Companies don't make decisions, people do. That is why Mitel is leading the way toward a new and more personalized approach to communications for enterprise and small business. Our innovative solutions, applications and desktop appliances enable you to access, process and control your communications and information naturally, simply and efficiently.

Our solutions allow you to collaborate over distance and time and to interact with your customers, colleagues and partners as never before. By combining the power of voice, data and video over converged high speed networks, Mitel provides you with flexible and personalized tools that let you leverage the latest advances for personal and organizational advantage.

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GD 13234 PN 51011542RA-EN

