

NHS Trusts

Cost effective critical systems support for NHS Trusts



Client

NHS

Website

www.nhs.uk

Location

UK

Industry

Public sector

Solution and technology

Around the clock hardware and software support services.

"The support Trinity provides is so important in the day to day running of the Hospital. We are reliant on a number of systems providing important information on all aspects of the service the Hospital provides. We cannot risk the availability of these systems and the information they provide - the support we get from Trinity is essential. We have had a few occasions where we have needed an immediate response to faults with our systems and the consultants on the helpdesk at Trinity have always responded without fail and managed to fix the fault."

IT Director, UK Hospital

Challenge

Most hospitals rely on a number of crucial IT servers to support all facilities. These are critical as they provide essential data to the business including patients and medicinal information. It will be clear, then, that these systems can not afford the risk of being exposed to failure and require around the clock support. With massive system changes underway in the NHS, many hospitals have to relying on their existing systems and equipment delivering reliability for at least the next few years, which only emphasises the need for the best systems support.

Solution

Trinity Expert Systems (Trinity) has been engaged by some NHS trusts to provide hardware and software support services for a number of HP and Digital IT systems, within ICT departments and other disparate locations, as a cost efficient alternative to the original manufacturer.

Trinity was chosen because of its track record of providing efficient and reliable support services. Some trusts have saved up to 50% of the costs they would have incurred had they engaged the original manufacturer.

The provision of around the clock support ensures that the health of the hospitals' systems are maintained and managed - keeping services running effectively and efficiently. Any problems or faults are reported and solved in an efficient and timely manner. Trinity also provides its healthcare clients with recommendations, advice and guidance for implementations and upgrades to their existing systems.

About us

Trinity provides support and consultancy services to a number of hospitals and healthcare organisations across the UK. These services include carrying out health checks and audits for systems, license reviews, system upgrades and supporting a variety of applications and layered software.

Trinity supports a number of platforms for a variety of systems including OpenVMS, Tru64 UNIX, Solaris, Redhat Linux, HP-UX and Windows.

To view more information on the services Trinity provides please visit: www.tesl.com/mvs

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