Video Transcript

IT for the NHS…that just works!

00:00:04--> 00:00:05	In a world of
00:00:05--> 00:00:08	flexible, cloud-based services and mobile devices,
00:00:08--> 00:00:12	of increased cyber dependency and cyber threats,
00:00:12--> 00:00:15	where advances in processing power, memory
00:00:15--> 00:00:19	and AI have made big data an increasingly big deal,
00:00:19--> 00:00:22	from the GP surgery to the large-scale care provider,
00:00:22--> 00:00:26	as part of the NHS, at HBL ICT,
00:00:26--> 00:00:28	we understand your challenges
00:00:28--> 00:00:32	and are well placed to support the delivery of patient care.
00:00:32--> 00:00:36	Since 2014 we've provided information technology,
00:00:36--> 00:00:41	expertise and shared services to multiple NHS partner organisations.
00:00:41--> 00:00:45	We already deliver from a common cloud-based infrastructure
00:00:45--> 00:00:47	that benefits from up to the minute fixes,
00:00:47--> 00:00:50	updates and technology solutions
00:00:50--> 00:00:54	and our multi-layered cybersecurity strategy is second to none.
00:00:54--> 00:00:58	Which is why, since the HBL Hybrid Cloud came online,
00:00:58 --> 00:01:02	there have been no significant cyber events for our partners
00:01:02--> 00:01:04	and our twin data centres
00:01:04--> 00:01:09	have seamlessly delivered 100% service 24 hours a day,
00:01:09--> 00:01:15	to over 120 locations and many 1000's of individual devices.
00:01:15--> 00:01:17	During the pandemic,
00:01:17--> 00:01:21	our rapid digital response helped our partners efficiently deliver

00:01:21--> 00:01:22	the vaccine programme
00:01:22--> 00:01:25	and enabled the recovery phase that followed.
00:01:25--> 00:01:28	As an organisation HBL ICT
00:01:28--> 00:01:31	is divided into five functional areas.
00:01:33--> 00:01:35	within ICT operations,
00:01:35--> 00:01:39	Business Relationship Managers ensure understanding of our partners,
00:01:39 --> 00:01:42	business, operational and strategic needs.
00:01:42--> 00:01:44	Communications Managers,
00:01:44 --> 00:01:48	guarantee they are kept up to date with issues and developments
00:01:48--> 00:01:52	and Service Desk Agents work hard to improve customer experience,
00:01:52--> 00:01:55	resolving as many contacts as possible
00:01:55 --> 00:01:58	and increasing first time fixed rate.
00:01:58--> 00:02:01	Robotic Process Automation also works,
00:02:01--> 00:02:06	to streamline service support and improve quality, efficiency
00:02:06--> 00:02:09	and value for money across routine transactional activities.
00:02:11--> 00:02:13	ICT operations also includes
00:02:13--> 00:02:17	Field Operations, who configure and deploy new equipment,
00:02:17 --> 00:02:21	offering engineering and services on site in order to ensure,
00:02:21--> 00:02:24	the proper equipment is working properly.
00:02:24--> 00:02:26	The technical deployment team,
00:02:26--> 00:02:27	provide expert advice
00:02:27 --> 00:02:31	and due diligence for site relocations and transfers
00:02:32 --> 00:02:35	and finally, the registration authority
00:02:35 --> 00:02:39	facilitates access to national clinical systems across the primary

00:02:39 --> 00:02:41	and secondary care sector.
00:02:41 --> 00:02:43	Within Digital Solutions,
00:02:43 --> 00:02:47	our engineers and technicians, who manage the data centres,
00:02:47 --> 00:02:51	Wide Area Network, Compute and storage virtual environments,
00:02:51 --> 00:02:55	Cyber Security and the Unified Comms Platforms.
00:02:56 --> 00:02:59	In-house specialists like Solution Architects
00:02:59 --> 00:03:01	are on hand to advise on the latest
00:03:01 --> 00:03:04	technical and solution-based architecture
00:03:04 --> 00:03:07	and how to use them to meet your business needs.
00:03:07 --> 00:03:10	And the Digital Development and Automation Team
00:03:10 --> 00:03:14	explore exciting opportunities in Robotic Process Automation,
00:03:14 --> 00:03:15	that will make routine
00:03:15 --> 00:03:20	and manual processes quicker, easier, and less expensive,
00:03:20 --> 00:03:25	while IT Security Management are able to offer Configuration Support,
00:03:25 --> 00:03:30	Audit, Investigation and Routine Monitoring
00:03:31 --> 00:03:33	inside Informatics,
00:03:33 --> 00:03:37	Specialist Teams provide core, mandated and enhanced
00:03:37 --> 00:03:41	primary care IT services and GP IT services.
00:03:41 --> 00:03:43	Business Change Professionals support
00:03:43 --> 00:03:46	data quality improvement activities for clinical systems.
00:03:47 --> 00:03:51	Solution Architects engage with clinicians to develop applications
00:03:51 --> 00:03:55	and design digital solutions across primary care networks.
00:03:55 --> 00:03:59	Primary Care Systems Experts assist in the promotion,
00:03:59 --> 00:04:03	implementation and utilisation of national digital systems

00:04:03 --> 00:04:05	and with the help of Specialist Trainers,
00:04:05 --> 00:04:09	support the safe and effective use of core clinical systems
00:04:09 --> 00:04:10	and help clinicians
00:04:10 --> 00:04:14	become experts in using them to enhance patient care.
00:04:15 --> 00:04:18	Within IT Assurance, the team provide help managing
00:04:18 --> 00:04:22	and delivering planned programs both nationally and locally.
00:04:22 --> 00:04:25	Information Governance Analysts
00:04:25 --> 00:04:27	ensure compliance with national standards
00:04:27 --> 00:04:31	and provide assurance to the HBL partner organisations,
00:04:31 --> 00:04:34	in terms of quality and service provision
00:04:34 --> 00:04:37	whilst maintaining robust disaster recovery
00:04:37 --> 00:04:39	and business continuity processes that
00:04:39 --> 00:04:42	our partners know they can trust.
00:04:42 --> 00:04:45	The fifth functional area is Financial Services,
00:04:45 --> 00:04:49	where procurement sources and purchases ICT hardware,
00:04:49 --> 00:04:52	software and services for our partners.
00:04:52 --> 00:04:55	Supplier management ensures items are purchased in line
00:04:55 --> 00:04:59	with relevant codes of conduct and financial probity and help
00:04:59 --> 00:05:02	manage suppliers, Tenders and Contracts
00:05:02 --> 00:05:03	and where appropriate,
00:05:03 --> 00:05:06	specialists in all IT Procurement
00:05:06 --> 00:05:09	and the administration of voice and data connections.
00:05:11 --> 00:05:12	At HBL ICT,
00:05:12, --> 00:05:16	we all work together to offer our healthcare providers,

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00:05:16 --> 00:05:19	an equal partnership and a 'consumer-like' experience,
00:05:19 --> 00:05:21	as well as technology and knowhow,
00:05:21 --> 00:05:25	that helps you proactively manage healthcare services
00:05:25 --> 00:05:28	and puts your patients interests and outcomes,
00:05:28 --> 00:05:31	at the centre of strategic decisions.
00:05:31 --> 00:05:33	We create IT environments,
00:05:33 --> 00:05:37	that deliver without boundaries and encourage collaboration
00:05:37 --> 00:05:41	and innovation in responsible and socially conscious ways.
00:05:41 --> 00:05:44	As information flows to those that need it,
00:05:44 --> 00:05:46	but is denied to those that don't
00:05:46 --> 00:05:50	and finally, as the NHS ICT partner of choice,
00:05:50 --> 00:05:54	the simple promise of IT that just works.