



## BEN Primary Care Trust – Consolidating budgets and transforming communications with a managed service.

Amillan ManageCom, the managed service for voice and data is helping Birmingham East and North Primary Care Trust to simplify their IT operations.

**Birmingham East and North Primary Care Trust (BEN PCT) was formed in 2006 following the amalgamation of the Eastern Birmingham PCT and the North Birmingham PCT. As part of the NHS, BEN PCT provides primary care, intermediate care and community services on behalf of 437,500 people living in Britain's second city. The PCT employs over 1,700 people and is responsible for 237 GPs, working in 87 practices.**

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### The Challenges

Of all patient contact with the NHS, approximately 90% of it occurs in general practice. In many areas, particularly in deprived urban areas, where the health need is greatest there are a number of sub-standard premises which limit the delivery of the service required.

NHS LIFT ( Local Improvement Finance Trust ) provides PCTs with the ability to invest in fit for purpose primary care trusts and BEN PCT invested in two such properties. They needed to equip the new premises with telephone systems which had multi-tenancy capabilities.

With 40 sites across the region, the cost of managing, supporting and maintaining all telephone systems was spiralling. BEN PCT wanted to control these costs and reduce them where possible while also making it easier for staff to communicate with each other.

All of these challenges were pointed towards the need for BEN PCT to invest in systems that would facilitate the delivery of the best service to the public.



Standardising telephony across the organisation and outsourcing the management and support of it has given the IT Department more time to focus on strategic IT projects.

## The Solution

By consolidating the budgets for two new sites, BEN PCT were able to have an Alcatel-Lucent OmniPCX Enterprise with the capacity to support the telephony requirements of all 40 sites. This provided IP Telephony capability for the entire organisation.

Across the 40 sites, there were a number of different telephone systems and a phased approach was taken to replacing these with the centralised Alcatel-Lucent system. During the first phase 5 sites were migrated to IP Telephony, including the headquarter building with 250 staff. The migration progressed from there to include all sites, with the final phase being to bring the GP surgeries onto the central system.

For the data network, Alcatel-Lucent switches were added to the edge while Cisco switches are at the core of the network.

To provide support to all users, a contact centre solution was installed to allow calls from users to the IT Department to be dealt with efficiently and to increase the chances that each support call was resolved in the first instance.

With the solution fully working, BEN PCT began to use Amillan ManageCom as a managed service for the voice network. As part of this service, Amillan operate the help desk for telephony on behalf of BEN PCT.

## The Benefits

BEN PCT is now better equipped to provide a more efficient service to the people of Birmingham. With an original budget for two systems for two new sites, Amillan designed an IP Telephony solution for the entire organisation by consolidating the budgets and rolling the solution out to 40 sites.

### **Return on investment**

Moving the entire organisation to an IP Telephony solution saved time, cost and resource.

### **Centralised strategy**

A single communications strategy covering all sites has standardised technology and made it easier to deploy new applications.

### **Integrated communications**

Internal communications has been improved as staff can dial desk-to-desk.

### **Simplified management**

Outsourcing the management of the voice solution has allowed the IT team to focus on more strategic projects. The management, maintenance and support of the system is simplified and many functions are performed remotely.

### **Greater visibility**

All calls are captured centrally giving greater visibility of volume of calls and types of calls made and received, allowing timely decisions to be made on staffing and call routing.

## The Future

BEN PCT now has a platform on which they can easily add new applications. Unified communications is one such application and this is being trialled for the integration opportunities it presents and the ability to work collaboratively across sites. Using technology, BEN PCT can bring staff closer together in a virtual world allowing them to work together as though they were sitting in the same office. This will help BEN PCT to further improve the service they provide to the people of Birmingham.

