



Solihull Care Trust – Leading the way in integrated Health & Social care and integrated telephony.

“As we lead the way in integrated Health & Social Care, we needed to support this with a new communications infrastructure. Working with Amillan we have built a strategy to move the whole organisation to IP Telephony. This has already reaped benefits and as we progress with the migration, we will achieve even more. ”

Lee Wootton,
Head of ICT, Solihull Care Trust.

Solihull Care Trust is a Health economy of over 1,500 health and social care professionals, providing essential services to 212,000 patients registered at 31 GP practices in the area. It is one of only nine care trusts in the UK and it has been established as a way of providing integrated health and social services. All the services previously provided by the Primary NHS Care Trust and Solihull Council’s Adult Social Services are now delivered by the Solihull Care Trust.

The Challenges

Solihull Care Trust was expanding and evolving its estate to meet the changing demands of the community. With more staff in the newly integrated organisation, the telephone systems on both of the main sites were operating at full capacity and were reaching their end of life with no ongoing support available.

Reviewing the telephony requirements of the main sites presented an opportunity to review the communications infrastructure across the trust. With 25 satellite offices, each having its own telephone system, there was a requirement to standardise communications and develop a migration strategy for all sites.

One of the aims of the trust is to make good use of technology and the best use of skilled staff. For Solihull Care Trust this meant looking at the most cost-effective solutions which would improve communications and make the best use of everyone’s time.

With a strong track record in the health sector, Amillan was chosen to provide a solution.

The Solution

The telephone systems at the two main sites were replaced with an Alcatel-Lucent OmniPCX Enterprise. This provided IP Telephony for 400 users and as a core solution it supports the migration of the satellite sites to an IP environment.





A standardised solution means everyone works in a familiar environment regardless of where they are.

During the first phase of the migration, 2 satellite offices had their telephone systems replaced and standard voice applications, like voicemail were enabled. A migration strategy was built to integrate the remaining sites and new buildings into the core solution, a process which is likely to take place over an 18 month period.

For users, a range of Alcatel-Lucent IP handsets were provided and these were selected by matching job requirements to handset functionality. With an increasing number of mobile workers, this created a standard environment with the same features and functions available across all locations.

Resilience was built into the solution and a comprehensive project management and on-going support solution was also provided to ensure the ongoing success of the migration strategy.

The Benefits

Solihull Care Trust has already reaped some of the benefits of the migration to IP Telephony. This will be enhanced when the migration plan is complete and all 25 sites are integrated into a single IP Telephony solution.

Return on investment

Migrating the main sites and 50+ satellite sites to IP Telephony solution saved time, money and resource.

Standardised and centralised environment

The migration plan provides the Trust with a standardised communications environment and a centralised solution which is scalable and reliable.

Integrated communications

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

Simplified management

Managing, maintaining and supporting one system has given the IT department more time to focus on other strategic solutions. Moves, adds and changes to the system are performed remotely.

Greater visibility

Management statistics are easily produced and these help to monitor performance and allow more timely decisions to be made on staffing and call routing.

The Future

With a centralised IP Telephony solution, Solihull Care Trust can easily implement new communications applications to further enhance the system and user performance. Collaborative working and the creation of virtual teams will push the benefits of the solution into the community allowing Solihull Care Trust to provide the ultimate joined-up care service.