

Case Study

New Downe Hospital



BT infrastructure enables twenty-first century healthcare

Challenge

Built and run by the Northern Ireland South Eastern Health and Social Care Trust, the new Downe Hospital in Downpatrick is a state-of-the-art healthcare facility and the latest addition to the Trust's services.

Staffed by a team of 383 people, representing a wide range of health care professionals, the hospital covers 18,000 square metres and boasts a number of new technologies, including the latest X-ray facilities, CT scanning and wireless communications.

A greenfield site, the Downe needed information and communications technology (ICT) to provide an appropriate platform to deliver twenty-first century healthcare.

Recognising that best practice managed services let organisations focus on what they do best, the Trust went to market for a service provider that had the expertise and experience to meet its complex technology requirements.

"The hospital was designed from the ground up to focus on the needs of our patients and it was important the technology infrastructure served that end," said Stephen Stewart, Assistant Director of Technology and Telecommunications in the Trust. "We are delighted to have BT onboard as a partner that helped us achieve that goal."

Benefits

BT took over responsibility for the entire ICT estate, starting with its consultancy and project teams who designed and built the infrastructure to the Trust's requirements. The wide-ranging contract then drew on BT's expertise in hardware

and software, deploying solutions when the hospital was little more than a building site. The hardware ranges from communications equipment and network infrastructure (fixed and wireless), to PCs and servers. Leveraging long-standing relationships with Cisco, Avaya and Vocera, BT sourced and deployed the components for a fast and secure infrastructure. A suite of Microsoft products was used at the software layer. Windows was deployed on around 500 new desktops, but the hub of the hospital's infrastructure is Microsoft Office Communications Server which integrates with an Avaya phone system and a full suite of unified communications tools. Features like "presence" allow federated users to experience leading-edge communications. Doctors in different parts of the Trust, for example, can use it to consult with colleagues.

"One very tangible benefit is that they can share lab results quickly, confident that they are doing it over a secure network," said Peter McKay, Product Sales Specialist, BT. "It's an example of how BT has taken state-of-the-art technology and applied it to healthcare."

The scale of the BT deployment extends beyond the boundaries of New Downe with a local area network connecting the site to Ulster Hospital in Belfast. The Trust envisages a time when all of its sites can leverage the cutting-edge technology.

For BT, the project is a healthcare success story. "The project was delivered on time and under budget," said Brendan Carson, Account Manager, BT, "thanks to internal knowledge and our highly skilled resources that were able to deploy a variety of products and get them right first time."

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