



## Case Study:

# Tameside Hospital NHS Foundation Trust

**PTS Consulting assists Tameside Hospital NHS Foundation Trust with procurement and implementation for a telephony services upgrade**

### The Client

Tameside Hospital NHS Foundation Trust was formally authorised as a Foundation Trust on 1 February 2008 and is located at the Tameside General Hospital in Ashton-Under-Lyne. Situated at the foot of the Pennines, eight miles to the east of Manchester, the Trust serves a population of over 250,000, concentrated in the largely industrialised areas of the eight townships of Tameside which comprise Tameside Metropolitan Borough Council. The Trust's annual income is approximately £105 million, with over 2,400 staff and Tameside General provides all of the specialties associated with a District General Hospital.

### The Challenge

The Hospital site is currently undergoing a refurbishment and major redevelopment programme which is due for completion in 2011 and will include new Acute facilities and an older persons' mental health unit as well as a PFI project. Longer term plans for telephony services to serve the Trust include a gradual move to IP Telephony, whilst retaining the services of the traditional PABX which is currently in use during the migration period. PTS was asked to provide assistance with the upgrade of the existing telephony systems to support the implementation of IP Telephony services in the move to a new building. Over time, this will form the first part of the strategic implementation of IP telephony for the entire Trust. The particular business challenge was to ensure that the upgrade went ahead as smoothly as possible, minimising the downtime to support continuity of service and patient care.

### The Solution

**1) Design and Procurement:** PTS prepared a specification for the PABX upgrade, including all operational requirements, and assisted the Trust procurement department in approaching the market. PTS then evaluated the supplier responses and met with supplier representatives to ensure that all aspects of the project had been considered before recommending the appropriate supplier.

**2) Implementation and Project Management:** Once the order was placed, PTS worked closely with both the supplier and the Trust to identify all services which would not be operational during the upgrade period and consult with staff who would be affected while the system was not working. Contingency plans were drawn up to provide emergency cover and minimal fall back communications around the Hospital and publicise these arrangements to night staff.



PTS also checked supplier plans and made suggestions to keep downtime to a minimum, whilst planning full system testing for the upgraded system to undergo before going live. Finally, PTS staff attended site overnight during the upgrade period to manage the supplier, staying on site until the systems were fully loaded with operational morning traffic.

## The Benefits

As a result of the work carried out by PTS, the Trust is now in a stronger position to utilise modern and capable telephony platforms, which will underpin service aims and objectives and provide an improved service to the public and end users.

### Particular benefits of the project include:

- Application of PTS specific design and procurement skills to obtain the best value
- No communications incidents experienced during the outage period
- Continuity of service for existing ancillary services including voicemail, paging and call management system
- Connectivity with new IP Telephony system
- Ongoing good working relationship with the supplier and maintainer

## The Verdict

Elaine Hilton, Facilities Quality Manager, Tameside Hospital NHS Foundation Trust commented: *“PTS Consulting assisted the Trust with the planning and implementation of an upgrade to our telephony switch such that we now have a stable future-proof platform which is fully aligned to the communication needs of the Hospital. During the procurement and implementation, PTS Consulting’s independent project management and technical expertise ensured that we were able to obtain and install the new software with ease. PTS fully understood the needs of the Trust and really went the extra mile to get the job done, thinking through all aspects of the process and downtime required and spending a full night on-site to support Trust staff and manage the supplier whilst the work was undertaken.”*

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### About PTS Consulting

*PTS Consulting Group PLC (PTS) is one of the world's leading IT consultancies with a reputation for innovation and thought leadership. PTS is also renowned for its project management expertise. As the global leader in IT relocation projects, working with some of the world's largest companies, PTS has earned a world-wide reputation for independence, professionalism and quality of service. Headquartered in the UK and founded in 1983, PTS has worked in 43 different countries, 113 cities and employs 330 staff in the Americas, EMEA and Asia-Pacific. [www.ptsconsulting.com](http://www.ptsconsulting.com)*