



Keystream

RECRUITMENT

SURREY AND BORDERS PARTNERSHIP NHS TRUST

A Highly Technical programme team deployed to re-design and implement a new Wi-Fi network across all hospitals within the trust.

CASE STUDY

Overview

The legacy wi-fi network at the Surrey and Borders Partnership NHS Trust was resulting in poor connectivity, impeding business performance, and putting a huge strain on the internal support team.

Background

Having successfully delivered multiple projects for the trust in the past, such as a full outcome based network refresh, SCCM environment build, new hospital infrastructure build, and data centre move, Keystream were once again selected to deliver this business critical programme.

Challenges

Following a review of the existing network, it emerged that in addition to the age of the network, the issues currently being faced by the trust were due to the complex nature of the Trust Estate. The project would require extensive planning to account for the different devices, in different buildings, with different access requirements.



Solution

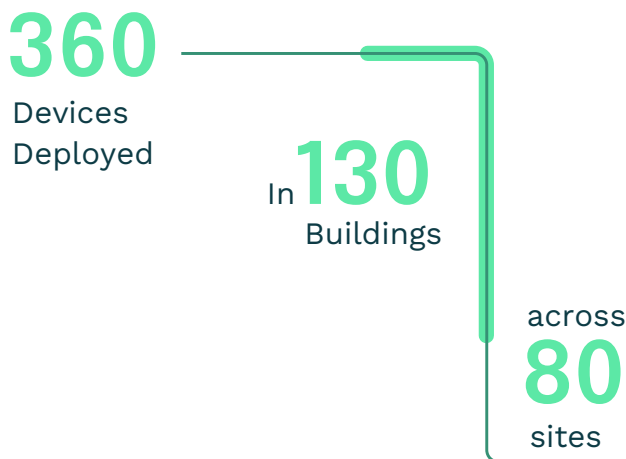
Keystream had extensive knowledge of the SABP Trust estate and key stakeholders involved in the decision making process so we were able to create a bespoke, highly technical programme team consisting of a:

- Technical Consultant
- Technical Project Manager
- Network Architect
- Team of Network Engineers

The team had previous experience of working with the trust and understood the logistics and specific network requirements of the SABP Trust

Results

This became the 5th large scale network infrastructure project Keystream delivered for the SABP trust and further established our position as their supplier of choice. The team successfully achieved the following outcome:



- Resolved long standing radius server technical debt with Wi-Fi service that was impacting quality of connections for users.
- Increased overall quality of Wi-Fi experience reducing support ticket requests for Wi-Fi issues.
- Reduced overall support effort for service and costs by removing the need for third party guest access systems.

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I would wholeheartedly recommend Keystream to support any large scale infrastructure programme in the public sector. Their team are highly technical, customer focussed and have demonstrable experience of delivering programmes on time and within budget, always driving programmes forward to maximise cost efficiency. They're also highly skilled at successfully integrating with substantive teams, ensuring everyone is working together towards shared goals and objectives."

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SABP TRUST