

Moorfields Eye Hospital

Greater London, United Kingdom

RES Software helps Moorfields Eye Hospital achieve its IT vision

Overview

Moorfields Eye Hospital NHS Foundation Trust is a leading provider of eye health services in the UK and a world-class centre of excellence for ophthalmic research and education.

Founded in 1805 and based in London, its main focus is the treatment and care of NHS patients with a wide range of eye problems from common complaints to rare conditions that require treatment not available elsewhere.

As well as providing services at its main hospital in London's City Road, Moorfields' experts see patients in 20 other locations in and around the capital. This satellite system ensures that patients can be seen for ophthalmic conditions at locations closer to their homes.

With about 1,800 staff and a core strategy of growing and expanding its brand, the hospital is a more commercially-led enterprise than traditional NHS organisations. It manages three commercial divisions, from which the proceeds provide vital funding for NHS care, as do the charities Moorfields Eye Charity and the Friends of Moorfields.

The Challenge

Moorfields' IT vision is to continually meet or exceed the expectations of the business. But with business change a constant for the hospital, its IT requirements are increasingly demanding.

The hospital has 1800 staff with a hybrid desktop estate comprised of about 1,200

devices, split 50/50 between standard PCs and thin client devices delivered via remote desktop services (RDS). The estate also includes between 200 and 300 laptops serving staff moving between satellite sites or travelling abroad.

Although the hospital is not a commercial entity, it still has to pay for the services it delivers, so being able to provision desktop services quickly, efficiently and cost effectively across all of its London sites is critical. Prior to implementing RES ONE™ Workspace, Moorfields was experiencing a number of issues.

“Introducing RES Software gave us the opportunity to showcase what we can do. It's enabled us to be more strategic and less like fire fighters.”

-Perry Jennings,
Service Delivery Manager,
Moorfields Hospital

At satellite sites, it could take staff between 10 and 12 minutes to logon, while latency of up to 20 seconds was being experienced when clinicians were accessing critical clinical and line-of-business applications. Moreover, personnel using RDS were having difficulties printing documents locally.

“Some application users were getting a great service, but others were receiving a very poor service,” recalls Perry Jennings, Service Delivery Manager, Moorfields Hospital.



Key advantages Moorfields realized with RES Software:

- Login times reduced from 10-12 minutes down to 20 seconds
- Improved user experience, with increased focus on patient care
- 80% less time spent on administration
- Significant reduction in helpdesk calls
- Consistent service now delivered across all employees
- Increased focus on strategic initiatives
- 80% reduction in terminal servers leading to significant reduction in operational overheads

“We wanted to improve the desktop user experience and remove all of the issues they had around login times, not being able to access printers, and not being able to access certain applications depending on what server they hit.”

With a large proportion of its staff working shift patterns and new satellite sites being launched regularly, Moorfields also wanted to improve the provisioning of new desktops. “From our perspective, we only have a very

limited time from the signing of a new contract to delivering IT services out of new sites,” Perry continues.

“Delivering a portable and consistent experience across multiple platforms was therefore important to ensure front-line clinicians do not get distracted by IT and concentrate on improving the quality of service and speed of service to patients.”

The Solution

Already aware of the benefits of workspace virtualisation technology, Moorfields selected RES Software’s Workspace Manager, a lightweight solution allowing IT to manage every employee’s workspace from a single console. This technology dynamically configures and secures applications, printers and personal settings, and handles data access in a centrally managed workspace – independently of user profiles.

“RES ONE Workspace provides a toolset that manages the clinician and their applications,” says Lee Randall, Head of Healthcare Sales, RES Software.

“It is a natural replacement for roaming profile technology, enhances control and provides more freedom for the clinician to move between devices. This makes it integral to giving employees the ability to login consistently faster.”

The Benefits

Using RES ONE Workspace, the IT team at Moorfields has reduced login time to about 20 seconds, which has had a major impact on the time associated with accessing clinical applications and data. It has also removed the pain of clinicians having corrupt profiles and the many hours spent on the phone to the helpdesk. However, the overall win has been the consistency of service being delivered across all members of staff.

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standardisation, portability, and automation,” states Moorfield’s Perry Jennings. “We can choose whether or not to offer control up to our users, and maintain tighter control around our licensing, which is important because Microsoft now licenses software to the NHS (whereas it used to be free of cost to individual trusts).”

The addition of RES ONE Automation has been a further benefit. “RES ONE Automation gives us the ability to standardise how we deliver our terminal services and has saved a huge amount of operational overhead. Having a standardised and portable model means we get a very good turnaround and end user experience, and most importantly, that experience is the same regardless of the site they work out of.”

With RES ONE Workspace currently being delivered to the hospital’s thin client devices, the IT strategy is now to start reducing the number of PCs by replacing them with thin clients. “This helps from a cost perspective, and potentially helps from a licensing cost perspective too.”

The hospital’s IT team has also been able to reduce the amount of terminal servers needed to support the RDS delivery by 80 per cent and spend less time on administration, allowing them to focus on other programmes of improvement.

“Introducing RES Software gave us the opportunity to showcase what we can do. It’s enabled us to be more strategic and less like fire fighters. Having increased engagement and understanding of what the business is looking to achieve and being able to facilitate that means we’re less reactionary and a lot more proactive, and that’s been a huge benefit.”

About Moorfields Eye Hospital

Moorfields Eye Hospital NHS Foundation Trust is a leading provider of eye health services in the UK and a world-class centre of excellence for ophthalmic research and education. We have a reputation, developed over two centuries, for providing the highest quality eye care, always at the forefront of the latest developments in ophthalmology. Our 1,800 staff are committed to sustaining and building on our pioneering legacy. Our main focus is the treatment and care of NHS patients with a wide range of eye problems, from common complaints to rare conditions that require treatment not available elsewhere in the UK. We treat people at our main hospital in London’s City Road, and 20 other locations in and around the capital. This means that we can provide more first-class care and treatment in the community, closer to where people live and work.

Moorfields is registered without conditions with the Care Quality Commission, the independent regulator of health and social care in England. www.moorfields.nhs.uk

About RES Software

RES Software brings agility and enablement to the workforce through self-service, and by optimizing service and app delivery. With a people-centric approach to services, RES Software helps organizations achieve better business results with a better worker experience, along with streamlined operations and reduced risk. RES Software boasts numerous patented technologies, faster time to value and superior customer support for more than 3,000 companies around the world. For more information, follow updates on Twitter [@ressoftware](https://twitter.com/ressoftware) and visit www.ressoftware.com

