

NNT Service Assurance Case Study: St. George's NHS

NATIONWIDE HEALTHCARE PROVIDER SELECTS NNT TO CONTINUALLY OPTIMIZE APPLICATION PERFORMANCE

CLIENT CHALLENGE

St. George's Healthcare NHS is one of the UK's largest teaching hospitals, located in South West London. IT Staff at St. Georges faced challenges familiar to most multi-site organizations - the network is slow, application performance varies from day-to-day and Users complain of poor network performance affecting business services. Ultimately, IT staff needed to get down to the bottom of an ongoing issues affecting users of certain file server-based applications, which resulted in poor response time and occasional screen freezing.

To further complicate the situation, the Wide Area Network is a managed MPLS service, the Data Centre is hosted by a different 3rd party and the LAN and IP Telephony infrastructure implemented and supported by a further different vendor.

The client found themselves with very little visibility of the WAN and a growing number of problems on the LAN. Worse still, they had very little budget to fix the problems.

THE SOLUTION - NNT SERVICE ASSURANCE

That's where NNT Service Assurance comes in. NNT Service Assurance is a proven mix of IT consultancy and tools to resolve prevailing problems and keep the infrastructure healthy. We combine a unique blend of consultancy, analysis and management tools that allow us to guarantee the identification of problem areas. We have been delivering this service and helping customers in this way for over 10 years. Our skills transfer program, which is a big part of the Service Assurance Program, underwrites your ability to keep the infrastructure in check long after we have left site.

Our unique pricing and licensing terms means that you can get started with Service assurance for a minimal initial investment as low as £1,250.00 or spread payments over monthly or quarterly periods to ensure capital outlay is kept to an absolute minimum. We also offer a 'no gain no fee' guarantee so there really is no reason not to put us to the test.

"We tried HP, Cisco and our own internal resource to fix this problem. It wasn't until we deployed NNT Service Assurance that we finally nailed it. I'd recommend NNT and Service Assurance to anyone!" commented Kerman Jasavala St. Georges NHS.

Typically, a Service Assurance engagement will comprise an initial period of analysis and health check reporting. This is followed with a series of pro-active and quick response services designed to complement the existing IT team resources. The initial health check will identify the immediate areas to fix with advice and help in resolving them. Optionally this can be followed up with a set of Service Assurance visits designed to ensure your team has the tools and skills at hand to manage ongoing issues.

We have a 100% record of complete satisfaction and actively encourage you to ask us to put you in touch with any number of our existing customers for reference. Don't delay - Service Assurance could be the kick start you need to finally put the infrastructure back on its feet with the process and skills available to keep it that way.

KEY FACTS - ST. GEORGES NHS

- ▶ Employs over 6,00 staff to treat over 500,000 patients each year
- ▶ Project delivers an average performance improvement to key application response times of 500%
- ▶ Initial forensic Network Health-check at key LAN sites focussed on 'user experience' of key applications using packet analysis. Immediate configuration issues and faults identified and rectified
- ▶ Performance Reporting Dashboard implemented to record network activity and provide long-term trend information on which to base planning for future capacity requirements
- ▶ Service Assurance Programme ensures that performance remains optimized and any future application performance issues are eliminated before they affect business operations

About NNT

New Net Technologies (NNT) is the leading provider of Secure Ops, which leverages security through System Integrity along with Intelligent Closed Loop Change Control, focused on helping organizations reduce their security risk, increase service availability and achieve continuous compliance. NNT delivers its Secure Ops suite by combining: System Configuration Hardening, Closed Loop Change Control, Vulnerability Management and Event Log Management. These core security disciplines are defined by the SANS Institute as the essential Critical Security Controls for any cyber security initiative. [W: www.newnettechnologies.com](http://www.newnettechnologies.com) [E: info@nntws.com](mailto:info@nntws.com)



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