

CASE STUDY: Oasis choose ITS to deliver National IT Rollout



Our Client

A leading provider of NHS and private dental care in the UK, Oasis care for over 1.5 million patients. Already the dominant player in the UK market, Oasis' vision is to transform dentistry in the UK by creating the national dental care brand of choice.

The Problem

Oasis had embarked on an aggressive growth strategy since its inception in 1996, growing from 4 practices to 164 in 2008. This growth had resulted in Oasis becoming the dominant player in the corporate dentistry market, however the IT infrastructure that had been acquired with each practice was aging, non-uniform and difficult to manage.

Management information on practice activity was incomplete and inaccurate, and the dentists themselves were working with unreliable equipment and applications, which hampered their own productivity.

The business needed a solution which provided the entire estate with a reliable platform for delivery of services, which would increase the dental practice's efficiency and improve the flow of management information.

"We needed to get control back. Our estate had been growing very quickly through acquisition and was becoming increasingly difficult to manage, which was causing the business real problems. Our ability to get solid, reliable management information was being hampered, and our helpdesk was overwhelmed with calls from practices who cant function without access to patient records"

Steve Calvert, Head of IT



For more information visit www.itsis.co.uk
or call us on 0845 2417 410

The Solution

ITS worked with Oasis to design a resilient, reliable solution for the server, desktop, network and backup infrastructure for every dental practice in the estate. With each practice acting as an individual cost centre, achieving the best value solution was also of the utmost importance.

Careful consideration was given to the critical nature of systems availability and data integrity in healthcare, which informed ITS' design from the beginning. The solution was designed using HP technology, a globally recognised brand that offers performance and reliability, key factors with so many practices to support.

"The solution designed by ITS gave us everything we needed from the business and user perspectives. The new solution provides performance gains and improves our ability to manage data across a highly distributed estate"

The logistics involved in implementing over such a large number of sites was a considerable challenge for Oasis, who enlisted ITS' Prince2 certified project management expertise to ensure that every practice was migrated seamlessly, with each changeover taking place over a weekend to ensure that the dentists (and their patients) experienced zero downtime.

The Business Benefits

In ITS, Oasis has a partner who understands their business goals and who has created technology solutions with these as the guiding principles. ITS has provided Oasis with:

- Improved access to management information
- More efficient dental practices
- Reduced management overheads
- The depth of technical resource to conduct a national deployment
- Prince 2 Accredited Project Management to ensure smooth delivery

"There is no doubt in my mind that ITS has helped us move forward. The design, and more importantly the execution of the project were first class"

ITS Expertise

- ✦ Network Design and Implementation
- ✦ Infrastructure and storage projects
- ✦ Fully Managed Support
- ✦ Prince2 Project Management
- ✦ ITIL Red Badge Service Delivery
- ✦ Business Consultancy
- ✦ Security