



GCI CV HEALTHCARE SECTOR

The challenges of providing and funding in the Healthcare sector haven't changed much over the last few years—and they are unlikely to do so in the foreseeable future. Rising demand and associated spending are being fuelled by an aging population, development of costly clinical innovations and continued economic uncertainty despite regional pockets of recovery. While the government has pledged to increase NHS spending by a minimum of £8 billion over the next five years, the pressure is still on for local Trusts to cut costs, reduce waiting times, and invest in research and treatment for growing concerns such as cancer and mental health.

Nevertheless, the NHS has been judged the best, safest and most affordable healthcare system out of 11 countries by the Commonwealth Fund health research organisation,

and advancements in technology are making the difficulties faced by the industry easier to deal with. Customers, who are defined as “any person receiving treatment or aftercare treatment within the Care Sector scope”, demand “person-centric” technology in line with their everyday lives. Rather than an unwelcome additional cost, these investments in technology can help to decrease recovery timescales and lead to greater efficiencies within the sector, whilst still enabling Trusts to provide the high quality of care the NHS is renowned for. The challenge is to engage and stay engaged with the customer, and a cultural change needs to take place enabling technology to play a larger part in the treatment journey.

Sector Challenges

Outlined below are just a few of the needs and difficulties our customers in the Healthcare sector tell us they face:

- Need to engage and stay engaged with the customer.
- Demand to decrease “bed blocking”, which is estimated to cost the NHS in England over £900 million per year. Statistics suggest that nearly 1 in 10 beds taken by someone medically classified as fit to be released.
- The impact of GDPR puts pressure on those handling sensitive patient data.

- Recruitment is a major issue, and workforce management is an overhead. The availability of staff at all skill levels impacts on the core values of the sector.
- The prevalence of Shadow IT means that compliance is a major issue. The ownership of shared devices allows for breach without responsibility.



Just some of the solutions GCI provide to the Healthcare Sector

Microsoft Enterprise Mobility + Security

All elements of Microsoft EMS help to prevent data breaches. Azure Active Directory protects the clinician's identity reducing the risk of them accidentally sharing their user credentials. InTune enables the secure usage of mobile phones, tablets and laptops to enable a more mobile workforce. Azure Information Protection protectively marks sensitive documents preventing from being shared accidentally with unauthorised third parties. Advanced Threat Protection enables you to see where you are at risk and act before you are breached or within the critical 48 hour period after a breach to remain compliant with GDPR rules. Cloud App Security enables you to understand which Cloud applications are being used by staff, giving you the chance to ensure they are being used safely or prevent them from being used at all.





Omni-channel contact centre

Contact centres that incorporate voice, chat and video give clinicians greater opportunity for more regular patient contact and, in many cases, can negate the need for patient visits. This improves the care that can be offered, allows more patients to be seen in the same timescale and reduces cost for both clinician and patient. Whether you're finding the correct Consultant to sign-off a patient's discharge, or agreeing with the right contact in the Local Authority's Adult Care team for the transfer of the patient to their next place of care, instant collaboration is at the heart of delivering the transformation needed.

Microsoft Skype for Business

Saving time should be easily achievable with the rollout of a modern, integrated communications platform. Acute NHS trusts spend £55.6 billion every year - £33.9 billion of which is spent on staff overheads – and it's estimated that a 1% improvement in staff productivity will save the NHS £280 million a year. This equates to hospitals using new working methods that would save every member of staff 5 minutes on an eight-hour shift. Microsoft Skype for Business can be utilised as the primary means of communication to securely communicate via the consumer Skype platform, saving time and money for both parties as well as allowing for video calls in addition to audio. Staff can also use Presence to see if the colleague they need to consult with is available, send an instant message, share relevant documents or place a video call to achieve rapid resolution to an issue.

Security as a Service

Protecting patient data is of paramount importance and GCI can provide end-to-end security services, from protecting the network perimeter with next generation firewalls to securing access to data from inside the network. We provide proactive security monitoring and alerting so you know as soon as suspicious activity occurs, which significantly reduces the likelihood of a data breach.



Case Studies

Click on the images below to read Case Studies from two of our customers in the Healthcare sector



About us

GCI are a leading Converged ICT Service Provider. For two decades we've been passionate about delivering business transformations through technology to deliver positive business outcomes for our customers. We help thousands of Public and Private sector customers globally transform from traditional technology environments to digital BAU. With five integrated technology pillars, our business is underpinned by a dedication to service excellence and to providing the very best, innovative technologies to our customers.

For more information regarding our services, please contact us at:

☎ 01332 483 933 | ✉ enquiries@gcicom.net | 🌐 www.gcicom.net

