

## TRANSFORMING HEALTHCARE IT: HOW PRESIDIO MODERNISED THE LONDON CLINIC'S INFRASTRUCTURE AND OPERATIONS

### The Overview

The London Clinic is the UK's largest independent private hospital. As a charity, they continually reinvest in their technology and facilities to provide advanced patient care such as same day diagnostics, robotic surgery, and ground-breaking cancer therapies.

These innovations lead to faster and more accurate diagnosis, improved outcomes, quicker recovery, and the best possible experience for each patient.

### The Challenge

The London Clinic required a partner to assist with their IT function, providing support for existing services while delivering vital projects and bringing technology expertise to enable its IT transformation.

The London Clinic recognised the need to seek external assistance to ensure that all user, including patient-affecting, services were effectively maintained.

By partnering with a reliable IT support provider, they were able to address immediate needs while embarking on a journey of digital transformation, modernising and streamlining their IT infrastructure.



### The Solution

After building a partnership over many years, The London Clinic selected Presidio to be its IT transformation partner to deliver a full IT infrastructure managed service (including compute, storage, networks, cybersecurity, and support services).

In addition, Presidio have delivered key projects to innovate The London Clinic's technology capabilities and enable their digital transformation.

Presidio transitioned the service without interruption; assessments and remediation plans were created to define the required approach, while introducing essential processes, a service management tool, and various steps to stabilise and improve the service.

Technology infrastructure was also remediated, modernising the compute and storage platforms.

### Services | Technologies

- ◆ The solution provides
- ◆ A private cloud environment, owned and run by Presidio, including healthcare-specific SaaS solutions
- ◆ Cybersecurity monitoring 24 hours a day, 7 days a week, 365 days a year
- ◆ Full management of compute, storage, backup, and network capabilities
- ◆ Secure management of 4PB of data
- ◆ Automation of patching schedule
- ◆ Service Desk to support end users with all technology needs
- ◆ Management of contracts on behalf of The London Clinic
- ◆ Delivery of additional projects to support The London Clinic's IT transformation aims



*"AS A MAJOR HOSPITAL THE PERFORMANCE, SECURITY, AND RELIABILITY OF OUR IT SYSTEMS IS NOT JUST A PRIORITY – THEY ARE CRITICAL TO PATIENT CARE AND OUTCOMES, SO PARTNERING WITH PRESIDIO FOR OUR FULLY MANAGED IT SERVICES HAS BEEN TRANSFORMATIVE. FROM STORAGE AND BACKUP TO COMPUTE, INFRASTRUCTURE, CYBERSECURITY, AND NETWORK MANAGEMENT, THEIR TEAM HAS CONSISTENTLY DELIVERED EXCEPTIONAL PERFORMANCE AND UNWAVERING RELIABILITY.*

*THANKS TO PRESIDIO, WE'VE HAD ZERO CYBERSECURITY BREACHES - AN EXTRAORDINARY ACCOMPLISHMENT IN TODAY'S HEALTHCARE THREAT LANDSCAPE. THEIR RESPONSIVENESS AND EXPERTISE HAVE BOUGHT A LEVEL OF STABILITY TO OUR OPERATIONS THAT ALLOWS US TO FOCUS ON INNOVATION, KNOWING THAT OUR IT ENVIRONMENT IS IN SAFE HANDS.*

*THEY UNDERSTAND THE DEMANDS OF A 24/7 CLINICAL ENVIRONMENT AND PROVIDE THE STABILITY WE NEED TO SUPPORT BOTH OUR STAFF AND PATIENTS. PRESIDIO HAS BECOME AN INDISPENSABLE PART OF OUR OPERATIONS, AND I WOULD HIGHLY RECOMMEND THEM TO ANY HEALTHCARE ORGANISATION LOOKING FOR A WORLD-CLASS IT PARTNER."* - Jonathan Coad, Patient Services & Strategic Programmes Director

#### Results & Benefits:

Following the transition phase, Presidio have maintained the service without any cybersecurity breaches, blocking 300,000+ suspicious emails and multiple threats per month.

Supporting a user base of 1,300+ users, Presidio have met all commercial SLAs while successfully delivering over 350 individual projects, including complex clinical upgrades and implementations, such as:

- ◆ HSCN
- ◆ OnBase enterprise content platform (implementation and hosting)
- ◆ Linear Accelerator (LINAC) replacement
- ◆ Aria
- ◆ Mosaicq
- ◆ BD Cato
- ◆ Smart Bleep
- ◆ Sysmex
- ◆ Endobase
- ◆ Arcomed Pumps
- ◆ 3T Scanner

Along with these clinical upgrades, Presidio have enabled The London Clinic's ambitious IT goals through the remediation and modernisation of their legacy IT estate.



#### KPIS / KEY METRICS

Resolved over **121,000 incidents** and **22,000 requests**

Delivered **3,000+ successful** changes

**Maintained** the IT estate with zero cybersecurity breaches

Average uptime of **99.999%**

**Successfully delivered 300+ projects** including clinical upgrades and implementations

#### About Presidio

Presidio is a Global Digital Services And Solutions Provider accelerating business transformation by modernising and securing our clients information technology.

**For more information on how we connect IT of today to IT of tomorrow, visit [presidio.com/europe](https://presidio.com/europe)**