

## Real Time Communications

**Email has been the mainstay of corporate communication for two decades, however it is not the only medium for electronic communication in the modern workplace. Instant messaging, audio and video conferencing services have matured in recent years. These services provide users with real-time communication and are unhindered inboxes often saturated by unwanted and poorly targeted emails.**

Lync 2013 made great steps forward in terms of ease-of-deployment and client device support that heralded a new wave of uptake for real-time communications by our customers. BDS has designed and deployed Lync platforms for customers that deliver real benefits to clinicians and patients. This has included delivering new facilities to NHS organisations such as diagnostic quality video and video links for patients in clinical isolation. These new facilities, combined with the ability to support instant messaging and conferencing to any device, anywhere, has begun to revolutionise the way in which staff and patients communicate.

Lync has now been merged with Skype following acquisition by Microsoft to establish Skype for Business. This permits organisations to federate, or share identities in a controlled fashion, with other Lync and Skype sites. As with Exchange for email, Skype for Business is set to become synonymous with instant messaging, video and audio conferencing as the list of infrastructure and telephony services, with which it seamlessly integrates, continues to grow.

### Local - On premise

Whether deploying or extending your current MS Exchange environment or deploying/migrating, our consultants deliver manageable and secure Exchange design, planning, implementation and support to meet your needs.

To retain patient trust and to enable information to be shared electronically within the NHS and with your Care partners, the NHS has adopted the Secure Email standard, which is also a prerequisite to linking your local mail service to NHSmail2. We can offer you all the services you will need to enable you to meet this standard, and share email securely across the health and care system.



### Remote (NHSmail/Office 365)

The NHS has recently re-procured its national messaging solution to be called NHSmail2, and have chosen Accenture as the National provider. We are able to support organisations as they review the option to join NHSmail2 or deploy locally.

*“Our Lync 2013 solution provided by BDS is now being used as an effective communication tool, particularly in Community settings where clinical mobility is highly important.”*

**Scott Taylor, Server & Continuity Manager, Central Manchester University Hospitals NHS Foundation Trust**

For more information please contact BDS Solutions  
on **01884 33440** or visit **bds-solutions.co.uk**

BDS Solutions is a technology partner for NHS organisations throughout the country. BDS deliver, develop and support Microsoft, VMware, Citrix and Dell products together with associated 3rd party and in-house developed security and management software. BDS Solutions is ISO9001:2008 accredited, IGSoc compliant and provides dedicated service desk support for NHS organisations via N3.

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