

Business Support: ICT Programme planning & delivery



ICT Programme
planning & delivery

We make sure you are getting the best from technology. From setting systems up and providing helpdesk support to developing new creative solutions, our experienced experts work closely with you to make sure your ICT supports your business needs now and in the future.

We offer:

- Implementation, configuration and management of networks and systems ensuring the highest levels of security, resilience and confidentiality are maintained.
- Support and maintenance of all ICT infrastructure and applications, with appropriate helpdesk support for issue resolution and specialist input for any change management activities.
- Development and maintenance of interactive business intelligence and analysis tools and dashboards, bespoke websites and intranets, ©Microsoft SharePoint and other tools.
- Provision of service management reports, review and escalation routes and a customer portal for customers to track incidents and issue resolution.
- End to end programme and project management services, with appropriate governance and support of a team that understands your ways of working.
- Delivery of business change and benefits realisation services. We support customers in understanding return on investment and benefits for clinicians and patients.
- Tailored online and classroom applications training services, which offer customers the opportunity to enhance skills to meet evolving business needs.



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North of England
Commissioning Support

Benefits to you

Our experts and experience will help you get the best technology solutions for your organisation's specific needs, helping it not just run smoothly but also increasing efficiency and improving performance. Cost effectiveness is achieved by virtualisation, consolidation and standardisation while still being able to provide personalised solutions where appropriate.

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How we've helped

We respond to customers' specific needs. We worked with a GP practice which specialised in dealing with asylum seekers. This brought with it some unique challenges. It meant the practice dealt with a large number of transient patients who were there for short periods of time. They needed specific health checks and the practice had to meet additional regulations as well as usual national standards.

We examined the customer's specific requirements, reviewed the current processes and then mapped them onto a new clinical system that would align with the business needs. We also involved other NECS experts in business change and training to offer an all-round service. Data quality and reporting requirements needed bespoke changes before implementation of the new system.

Our support continued after go live to validate that the business changes worked as desired and were effective.



NECS programme team worked closely with us to make sure the new system would really meet our needs. Due to the nature of the practice and our patients we had very specific issues we needed to be addressed. The implementation went smoothly, with all staff trained and able to use the new system very quickly.



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Get in touch

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