

Lync 2013: Queen Victoria Hospitals NHS Trust

Queen Victoria Hospital NHS Foundation Trust provides specialist burns care, reconstructive surgery and rehabilitation services thus employs specialist consultants who, by the nature of the care they are providing, work highly reactively and collaboratively. As such, providing tools that allow consultants to share information and images quickly, regardless of location, represents a significant clinical benefit.

BDS Solutions have worked with the Trust for over a decade providing technical support and development services for their key Microsoft VMware services. The Trust approached BDS requesting early adoption of Lync 2013, deciding to implement the new version instead of the 2010 platform that was originally planned. This was to take advantage of the improved iPad support that was fast becoming the mobility device of choice for the Trust.

BDS worked with the Trust and their Microsoft licencing reseller to identify the appropriate licencing and topology that would deliver the required functionality. The Lync 2013 Front-End services were deployed and LAN clients established to verify operation and performance of the solution.

Following this, Edge Services and IIS ARR reverse proxy was deployed to provide a gateway between the Trust's secure public wireless network and the LAN services. Some issues were encountered during the deployment, chiefly associated with the iPad Lync client negotiating authentication to Active Directory. BDS took ownership of the issue and liaised with Microsoft to devise a suitable resolution that allowed the Trust to deploy the 50 user pilot of Lync mobility devices.

The Trust is now looking forward to further developing the solution to enhance their existing investment in telehealth initiatives that are centred on the Microsoft technology stack supported by BDS.

"We are looking forward to evolving our Lync platform and see this as an important aspect of our communications strategy. We have confidence in doing this with BDS helping to develop and support our solution."

Nasir Rafiq, IT Manager, Queen Victoria Hospital NHS Foundation Trust



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

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