THE LONDON ORTHOPAEDIC CLINIC

Providing dedicated support and secure back-up of The London Orthopaedic Clinic's crucial patient data.

The London Orthopaedic Clinic is a specialist healthcare centre in London, who provide the highest quality service. Their team of expert consultants, orthopaedic surgeons and physicians offer private medical and surgical care of the highest standards using the most up-to-date and cutting edge procedures.

With many thousand patients receiving treatment each year, The London Orthopaedic Clinic (TLOC) accumulates a significant quantity of highly valuable and critical data. As a clinical organisation which is dedicated to providing the highest level of patient care, it is essential that all patient data and communications are available instantaneously to TLOC's consultants and support staff. Therefore, having a highly reliable and robust network infrastructure is of fundamental importance. Furthermore, since this patient data is of highly sensitive nature, ensuring that data remains secure in the event of technical failure of disaster is a priority for TLOC.

> "For the past 5 years enablesIT have been managing our IT. Their proactive fault management service, quick response to support calls and secure back up of our sensitive data has become essential for our organisation."
>
> Kathryn Bryant
> Managing Director,
> The London Orthopaedic Clinic.

INCREASED AMOUNT OF CRITICAL DATA

The organisation identified these IT needs, and were referred to Healthcare technology specialists enablesIT, who undertook an audit of their infrastructure to determine what was required to maintain its resilience.

EnablesIT are highly familiar with the challenges which healthcare organisations are faced with. The numerous IT projects and Managed Service agreements which enablesIT have provided to healthcare organisations over the past two decades has resulted in a thorough understanding of best practice in this market. Our solution specialist analysed TLOC's network identifying and eliminating potential points of failure. Once satisfied that a resilient and reliable network had been developed, enablesIT then assembled a Managed Service agreement which ensured that adequate cover could be provided to TLOC in the event of network failure.

24/7/365 REMOTE SUPPORT

This agreement provides 24/7 remote support in addition to a commitment to undertake network repairs with a rapid response. Finally, in response to TLOC's prioritisation of data security and availability, enablesIT implemented an off-site backup solution to ensure that should a threat compromise data stored on site, a copy of this information is archived in accordance with compliance obligations.

CLIENT:

The London Orthopaedic Clinic

INDUSTRY:

Healthcare

KEY BENEFITS:

- Increased levels of network uptime

- Round the clock 24/7 remote support

- A back-up solution which eliminates the risk of data loss

Since enablesIT started work with TLOC, the clinic has enjoyed levels of network uptime which they previously thought was not possible. The reassurance that enablesIT's Managed Services team are on hand 24/7 to assist with any technical problems that occur, work in tandem with TLOC's in house technical teams, and our specialist knowledge has proved invaluable not only in solving technical issues and problems with the implementation of technology, but also in transferring valuable knowledge and experience to TLOC staff. Additionally, the comprehensive back-up solution which enablesIT designed and implemented has eliminated the risk of data loss and helped maximise TLOC's access to their highly valuable information.