RES Software helps Moorfields Eye Hospital achieve its IT vision

Overview
Moorfields Eye Hospital NHS Foundation Trust is a leading provider of eye health services in the UK and a world-class centre of excellence for ophthalmic research and education.

Founded in 1805 and based in London, its main focus is the treatment and care of NHS patients with a wide range of eye problems from common complaints to rare conditions that require treatment not available elsewhere.

As well as providing services at its main hospital in London's City Road, Moorfields’ experts see patients in 20 other locations in and around the capital. This satellite system ensures that patients can be seen for ophthalmic conditions at locations closer to their homes.

With about 1,800 staff and a core strategy of growing and expanding its brand, the hospital is a more commercially-led enterprise than traditional NHS organisations. It manages three commercial divisions, from which the proceeds provide vital funding for NHS care, as do the charities Moorfields Eye Charity and the Friends of Moorfields.

The Challenge
Moorfields’ IT vision is to continually meet or exceed the expectations of the business. But with business change a constant for the hospital, its IT requirements are increasingly demanding.

The hospital has 1,800 staff with a hybrid desktop estate comprised of about 1,200 devices, split 50/50 between standard PCs and thin client devices delivered via remote desktop services (RDS). The estate also includes between 200 and 300 laptops serving staff moving between satellite sites or travelling abroad.

Although the hospital is not a commercial entity, it still has to pay for the services it delivers, so being able to provision desktop services quickly, efficiently and cost effectively across all of its London sites is critical. Prior to implementing RES ONE™ Workspace, Moorfields was experiencing a number of issues.

“Introducing RES Software gave us the opportunity to showcase what we can do. It’s enabled us to be more strategic and less like fire fighters.”

-Perry Jennings, Service Delivery Manager, Moorfields Hospital

At satellite sites, it could take staff between 10 and 12 minutes to logon, while latency of up to 20 seconds was being experienced when clinicians were accessing critical clinical and line-of-business applications. Moreover, personnel using RDS were having difficulties printing documents locally.

“We wanted to improve the desktop user experience and remove all of the issues they had around login times, not being able to access printers, and not being able to access certain applications depending on what server they hit.”

With a large proportion of its staff working shift patterns and new satellite sites being launched regularly, Moorfields also wanted to improve the provisioning of new desktops.

“We’re seeing a 15% increase in productivity for staff with RDS,” says Jennings. “And there’s been a 50% increase in print volumes locally.”

Key advantages Moorfields realized with RES Software:

• Login times reduced from 10-12 minutes down to 20 seconds
• Improved user experience, with increased focus on patient care
• 80% less time spent on administration
• Significant reduction in helpdesk calls
• Consistent service now delivered across all employees
• Increased focus on strategic initiatives
• 80% reduction in terminal servers leading to significant reduction in operational overheads

At a cost of £110k per year, the RES ONE™ Workspace platform has provided Moorfields with a proven, cost-effective solution that continues to deliver an exceptional return on investment.
Moorfields Eye Hospital Case Study

Moorestes Eye Hospital NHS Foundation Trust is a leading provider of eye health services in the UK and a world-class centre of excellence for ophthalmic research and education. We have a reputation, developed over two centuries, for providing the highest quality eye care, always at the forefront of the latest developments in ophthalmology. Our 1,800 staff are committed to sustaining and building on our pioneering legacy. Our main focus is the treatment and care of NHS patients with a wide range of eye problems, from common complaints to rare conditions that require treatment not available elsewhere in the UK. We treat people at our main hospital in London's City Road, and 20 other locations in and around the capital. This means that we can provide more first-class care and treatment in the community, closer to where people live and work.

Moorfields is registered without conditions with the Care Quality Commission, the independent regulator of health and social care in England. www.moorfields.nhs.uk

About RES Software

RES Software brings agility and enablement to the workforce through self-service, and by optimizing service and app delivery. With a people-centric approach to services, RES Software helps organizations achieve better business results with a better worker experience, along with streamlined operations and reduced risk. RES Software boasts numerous patented technologies, faster time to value and superior customer support for more than 3,000 companies around the world. For more information, follow updates on Twitter @ressoftware and visit www.ressoftware.com