

Case Study: Healthcare

With a plethora of hospitals and clinics to bring together, the Cornwall Partnership NHS Trust has partnered with Internet Videocommunications to refresh their collaborative technology.

Challenge

- Travel between sites has become a massive drain on staff time, especially due to the geographical spread of locations, across this rural region. This had to be radically reduced.
- Meeting rooms needed to be far more flexible to cater for the different healthcare teams, from MDT meetings to staff training and board meetings.
- Any new conferencing and collaboration solution had to be simple and intuitive to use. The Trust could ill-afford the valuable time of staff to be taken up with learning complex system operation.

Solution

- The decision to deploy a high-quality video conferencing solution which can be replicated across multiple locations delivers a quick win for the Trust
- The ease and speed of making video calls - point to point contact at the touch of a button.
- The implementation of interactive / white-boarding screens allows for very flexible usage, whether for video conferencing, real time brainstorming or training.
- The design and deployment of a universal, standardised user to provide utter simplicity.
- Wrap-around professional audio-visual services, including full training and user guides for each system.

What the Client Says:

“Being in Cornwall, it’s a very rural spread-out landscape so travelling is essential but being able to limit some of that travel by using video conferencing facilities was a key driver for us to save the cost of driving, but more importantly the cost of wasting staff time that could be better used caring for patients. The solutions implemented are allowing staff from all over the County access to meetings that may have otherwise not been possible or difficult to arrange around other commitments.”

Internet Videocommunications’ quick response time, flexibility to visit our sites and survey them along with their knowledge were key factors in choosing to partner with them. They also provide very robust maintenance and support giving us the chance to liaise and work with one company that covers every aspect from start to finish and also for us going forward.”

