

# Night Care

## Out-of-hours, customer-centric support, ensuring business continuity

Consider these nightmare scenarios within your Trust:

- **Nurses unable to access centralised patient based systems (PAS, NCRS)**
- **Managers unable to access key systems such as payroll or finance**
- **Board papers unable to be printed or distributed**
- **The NHSnet and Internet cease working**
- **Email and address book services become corrupt**

For staff working at night, bank holidays or weekends, minimising service disruption as described above is essential if patient care and organizational performance is not to be affected. Such disruption, ensuing dissatisfaction and recovery service performance are now Board level issues, when not resolved quickly.

In response to customer demand for out-of-hours incident support, BDS Solutions has developed Night-Care, providing out-of-hours incident management and recovery series. Night-Care delivers the response you want to your business critical system failures, when you need it - and you will be surprised at how affordable the Night-Care service is.

Night-Care\* offers:

- Risk management
- Access to qualified and experienced consultants out of hours
- Secure remote access\*\* to your site within 60 minutes or less of raising a call
- On-site presence within 4 hours or less, if the situation requires
- Immediate invocation of our "Incident Response" and "Escalation" procedures
- Business continuity and problem management
- 3rd party liaison
- Incident reports

With Night Care you have peace of mind knowing that your business critical systems are covered in event of failure by a responsive and knowledgeable team of Microsoft Partner engineers, trouble-shooters and problem solvers. Thus ensuring minimum system downtime and maximum service availability.

To achieve true 24x7 support cover, Night Care can easily be combined with our Flexi-Care service.

\*Limited to two incidents involving on-site presence, or three remotely resolved incidents per contract year

\*\*Dependent on a site's access capability and firewall configuration

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

BDS Solutions is a technology partner for NHS organisations throughout the country. BDS deliver, develop and support Microsoft, VMware, Citrix and Dell products together with associated 3rd party and in-house developed security and management software. BDS Solutions is ISO9001:2008 accredited, IGSoc compliant and provides dedicated service desk support for NHS organisations via N3.

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