

Lync 2013

Mobile collaboration services for Trust staff and external users

Lync 2013 is a big step forward from the previous version with more flexible deployment models and improved performance. However, it is the range of devices supported by Lync 2013 that is generating increased interest in Microsoft's flagship communication and collaboration product.

Despite challenges integrating iPad, Android and Blackberry devices into business processes, they have become commonplace in NHS Trusts. Where delivery of applications to these devices has proven problematic, many are reduced to being used for email and document viewing only. Lync 2013 derives greater value from mobility devices by improving staff communication and delivering mobile video conferencing that offers true clinical benefit.

BDS Solutions has been delivering Microsoft infrastructure and messaging technologies to NHS Trusts for 20 years. Lync 2013 has rapidly become an important part of the messaging portfolio and BDS are committed to ensuring NHS Trusts are able to establish working solutions quickly.

The team at BDS provides Trusts with:

Planning—consultants will work with your team to establish functional requirements and the licencing required to support that functionality. Once established, current infrastructure will be reviewed and an anticipated topology determined. Sizing calculations will be undertaken to define system requirements ahead of preparing the solution design and implementation plan.

Infrastructure—our team will liaise with your directory, messaging and network administrators to deploy the infrastructure components required by the solution. Front-end and Edge pools, network services and application gateway services will be configured and verified. All security components will be configured and tested ahead of the client deployments.

Client—your Windows, web and mobility clients can be configured and instructions for roll-out prepared. If required, BDS deployment services can be engaged to undertake the roll-out of the Lync service to the Trust users including handover training.



“Our Lync 2013 solution provided by BDS is now being used as an effective communication tool, particularly in Community settings where clinical mobility is highly important.”

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.

Microsoft Partner
Gold Datacenter
Silver Identity and Access
Silver Devices and Deployment
Silver Application Development
Silver Data Platform
Silver Hosting

veeam
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PARTNER
ENTERPRISE
SOLUTION PROVIDER

CITRIX
PARTNER
Silver
Solution Advisor

DELL REGISTERED
PARTNER

ISO 9001
SGS
UKAS
MANAGEMENT
SYSTEMS
005

Lync 2013: Testimonials

Central Manchester University Hospitals

Central Manchester University Hospitals NHS Foundation Trust employs in excess of 8,000 staff across 8 major sites. BDS have provided the Trust with development and support of their Active Directory, Exchange, SharePoint and System Center services for 15 years and so were asked to provide the Lync 2013 Enterprise solution to replace the existing Lync 2010 environment. In addition to providing effective audio and video conferencing internally, the Trust intended to provide integration with public video conferencing facilities such as Skype. This mechanism is intended to permit friends and families to interact with patients in sterile environments without risk of contamination.

After migration of existing 2010 topology and session data, BDS deployed Lync 2013 Enterprise, implementing Edge and Front-End pools to provide resilience and load-balancing. Given the Trust's well managed DNS service, it was decided to achieve this using DNS load-balancing. This simple method of distributing session traffic enables Lync clients can connect as DNS load-balancing returns a sorted list of IP addresses. This ensures that in the case of server failure, Lync clients can continue to try all potential available servers should the first choice fail. Overall, the Trust was initially planning for 1,000 concurrent Lync sessions however expect this to grow to nearer 2,500 once fully adopted.

External connectivity to the Lync infrastructure was published via the BDS-provided Forefront Threat Management Gateway (TMG) server. This virtual appliance was provided by BDS under the reseller agreement with Winfrasoft, through which BDS will continue to support TMG until 2020 despite Microsoft having announced deprecation of the Forefront portfolio. The federation of the Skype services was configured by the BDS consultants permitting identities to be shared with selected Skype users and invited into conferencing sessions.

Queen Victoria Hospital NHS Foundation Trust

As well as community medical services, Queen Victoria Hospital provide specialist care for burns patients, reconstructive surgery and rehabilitation services. 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 key Microsoft and 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, mobility services were implemented, with Edge Services and IIS reverse proxy deployed to provide a gateway between the Trust's secure public wireless network and 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 pilots of Lync mobility devices.

The Trust are 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."

