

## Case Study: **SCCM**



**Lancashire Care NHS Trust's IT team is saving time and money on software deployments—with Microsoft System Centre Configuration Manager (SCCM). The successor to Systems Management Server, SCCM brings extra functionality with a familiar interface.**

Lancashire Care is a busy primary care trust, with staff working over more than 100 physical sites and an increasing number of mobile and remote workers.

"Providing technical support and access to up-to-date software to this diverse user population is a constant challenge for the IT team."

"Rolling out new software was perhaps the biggest headache. Today in the NHS, virtually every employee uses a computer as part of their job, so our user population has increased enormously. Deploying software by sending someone round with a CD is just not an option anymore." says Operations Manager.

In February 2009, the Trust deployed SCCM to provide fast, automated deployment of new software applications. SCCM provides organisations with insight into, and control over their complete IT infrastructure.

"We're now able to package up a complete new application for the whole user base within a couple of weeks, whereas before it might take months for the whole process to be completed."

The installation was planned and carried out by BDS Solutions, which also carried out some customisation of the application to fit the Trust's needs.

BDS specialise in the management of Microsoft server and desktop infrastructure in the healthcare sector and have worked with Lancashire Care for more than ten years and worked closely with the in-house IT team on the deployment of SCCM.

"There came a point when it simply wasn't possible to manually control the infrastructure and to keep sending engineers round to roll out new software"

"What SCCM does is enable the Trust to automate all those processes. Because of the NHS Enterprise Agreement it is also able to leverage the investment that's already been made by the NHS as a whole. Automation is becoming an increasingly important issue within the NHS as the number of centralised applications increases."

Today, when Lancashire Care needs to deploy a new or updated IT application, the IT team are able to create a script which is loaded into SCCM.

"You install the script and SCCM guides you through various screens and options and when it's complete you just click a button. The software update then advertises itself to the user's client machines, and when the user next logs on, their computer will go and download the application."

Applications can now be rolled out or updated virtually instantaneously, although there is some time involved in creating the scripts used to control the deployment.

Although Lancashire Care considered using other software deployment tools, the Trust opted for Microsoft SCCM because of its familiarity and value for money.

"As an NHS organisation, the licencing terms were very favourable and the team was also familiar with Microsoft SMS (SCCM's predecessor), so the whole environment was very familiar and very easy to use."



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

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