



Daisy Corporate Services

Putting patients at the
heart of your digital strategy



EMBRACING THE DIGITAL REVOLUTION THROUGH PARTNERSHIP

Digitisation across the healthcare sector is accelerating. High quality services must be delivered seamlessly, in both traditional and innovative formats, ensuring better patient outcomes and satisfaction while making the best of existing investments.

At the same time, healthcare organisations need to be resilient to economic and legislative turmoil as well as real and unrelenting cyber risks. There is no doubt that the most successful healthcare organisations of the future will be those most adept to change.

At Daisy, we understand the issues. We have the desire to drive up the quality of patient care. We believe in connecting leaders, staff, services and end users. And, we are passionate about the delivery of a digital vision for the NHS that enables greater information sharing, capacity and efficiency.

We know through talking to our customers that acute healthcare has different needs from mental healthcare or community health. That's why a diverse, cohesive and scalable digital strategy is key. It's a journey and we can be your guide. We are equipped and ready to help you exploit the power of technology to deliver secure, flexible and best-in-class communications for your people, patients and communities. It's because the future of the NHS depends upon it. It's because we really care about it.

It's because [we are Daisy](#).

Achieving resilience and continuity of service in turbulent times

Evolving and emerging threats pose serious consequences for patients and healthcare professionals. Protecting against the ongoing threat of cyberattacks is a top strategic priority for healthcare organisations and NHS trusts. Add to that ever-changing legislation and the bid to become 'paper-free' by 2020, and it's easy to see why compliance and security are more important than ever.

Why Daisy?

Infrastructure, systems and applications are the lifeblood upon which everything depends. We are a UK leader in security and business continuity. Our experts understand risk, and our experienced practitioners have decades of solid expertise in mitigating and managing disruption. We have a deep knowledge of government security requirements and frameworks, and our long-standing strategic relationships with technology partners enable us to provide effective, robust and secure solutions. And, if the unexpected does happen, we can recover your data, reboot your IT, and even provide alternative contact centre workplaces so that patient communication and administration is maintained.





Ensuring digital excellence for patients and the workforce

We are in an era of unparalleled choice and competition. Patients are becoming more demanding. They expect to access the services they want, anytime and on any device. NHS Digital has responded by putting customer service and WiFi connectivity at the centre of the patient experience. And we, too, are at the heart of the digital revolution. Workforce agility, mobile data access, virtualised teams, remote and flexible working practices – all should improve collaboration, responsiveness and motivation leading to greater productivity and reduced costs.

Why Daisy?

We already work determinedly with other NHS trusts to build and develop new ways of working, and to promote the sharing of knowledge. We understand that digitisation and cultural change are interdependent.

It's why we provide best-of-breed telecommunications services and secure and reliable WiFi solutions designed specifically with our healthcare customers to deliver the right experience, at the right cost. And, it's why we also specialise in innovative mobility and unified communications solutions to enable you to improve efficiency, speed and collaboration.

We share your values. Daisy is...

Driven

We focus our energy and passion on serving our customers.

Accountable

We take responsibility for our actions and deliver on our promises.

Innovative

We are big enough to cope and small enough to care. We find ways to deliver and strive to make things easier.

Successful

We deliver results.

Yours

We treat everyone with respect and take care of all our people.



WORKING WITH YOU

Our long-term relationships give us a deep understanding of the unique pressures and requirements of working with the NHS.

Enhancing communications with patients and GPs

The challenge:

Balancing budgets whilst achieving better outcomes

A connected and motivated NHS workforce feels valued by their trust, their colleagues and their patients. Yet commercial challenges can sometimes hamper efforts to leverage technology's full potential. We understand the balancing act between optimising technology and integrating legacy systems.

The solution:

One of Daisy's strengths is our significant experience in working alongside trusts and within their, often limited, budgets to ensure all existing investments in legacy systems are leveraged to the max. Take one of our core capabilities: WiFi. Deployed at all levels across the trust, patients, visitors, clinicians, nursing and administrative staff are constantly connected. Not only does it address the mounting pressure to boost efficiency and reduce costs without affecting patient care, for patients and visitors who bring their own devices, it helps alleviate the stress and boredom of a hospital stay.

Embracing the benefits of HSCN

The challenge:

Technology is enabling radical change in both systems and patient care

Electronic patient records (EPR) are the expected 'norm' at trusts everywhere. Easily sharing information, securely and in real-time, is paramount. The Health and Social Care Network (HSCN) offers a flexible, integrated and reliable platform upon which organisations access and exchange solutions.

The solution:

Daisy is an HSCN compliant supplier and is ideally positioned to provide a broad range of network compatible business applications.



Ensuring a secure and stable network

The challenge:

Security and resilience are top priorities

In the world of the Internet of Things (IoT), ransomware and distributed Distributed Denial of Service (DDoS) attacks are real and potentially catastrophic. Building resilience into your infrastructure and constant monitoring are more than just 'nice to haves'.

The solution:

Daisy can deliver an end-to-end security strategy – from training, centralised reporting and network audits; through to a complete managed service and business continuity provision. We work with many trusts to build a complete end-to-end security strategy. We can manage your entire network with our best-in-class Managed Services solution giving you the comfort, assurance and confidence you need.

Exploiting existing investment and reducing DNAs

The challenge:

Ageing, under-invested infrastructure increases the risk of critical failure

Continuing budget constraints and underinvestment has resulted in ageing infrastructure assets sweated to breaking point and beyond serviceable life. As these systems are recorded on the risk register, they begin to represent significant jeopardy to the trust and the business case for replacing them becomes more apparent as long as it aligns to the long-term vision and business strategy.

The solution:

Unified communications tools, such as email and instant messaging, deliver better patient communications, appointment management and lower costs. They also drive strategic objectives, such as reducing outpatient DNAs (did-not attends) which impact on cost, efficiency and patient waiting time. And, it's why we also specialise in innovative mobility and unified communications solutions to enable you to improve efficiency, speed and collaboration.



Managing NHS trust consolidation

The challenge:

Continuing pressure to modernise

The consolidation of trusts – both by choice and force – together with greater private sector collaboration will demand significant communication convergence and integration.

The solution:

Cost-effective solutions that enable reliable information sharing. Single-platform consolidation of multiple technologies, supporting multiple clinical areas. Daisy takes away the communication burden and rapidly puts in place cost-effective solutions that enable reliable information sharing. We can also support the consolidation of multiple technologies supporting different clinical areas into a single platform.



About Daisy

Daisy helps UK businesses build the digital foundations they need to thrive in the digital economy. By joining the dots between old and new technology – and across the converging worlds of IT, telecoms and cloud – we help to make underlying infrastructure simple, secure, reliable and invisible. We provide services to half of the country's high street retailers and are at the technological heart of the nation's critical infrastructure. We help keep trains running and planes flying. We support doctors in the care of their patients. And, we connect businesses of every kind to the customers they serve.

We have extensive experience of working in partnership with UK healthcare organisations and have helped more than 2,000 healthcare clients deliver transformational IT projects and managed services directly to customers and via third party systems integrators.

Joining the
dots for a more
converged
world.

Daisy holds the highest levels of strategic partnerships with:

SOPHOS



CONTACT US

If you'd like to talk about how Daisy could help you address any of these challenges or your wider healthcare organisation's goals.

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we are daisy.
www.daisygroup.com