

BEH Mental Health



01 Background

Barnet, Enfield and Haringey Mental Health Trust (BEH) outsourced its digital services transformation networking services to Atos. The Trust has around 40 locations across London, mainly within the boroughs of Barnet, Enfield and Haringey.

These sites vary in size from small (circa 50 network connected devices) to campus (circa 200 network connected devices). There are interdependencies between certain sites for connectivity. BEH's current end-user devices include 1517 laptops, 2181 desktops, and 100 iOS tablets.

In 2018/19, as Atos' strategic healthcare partner, we facilitated the next stage of the digital transformation project, refreshing ageing hardware and standardising the operational environment with a new Windows 10 operating system with a core set of applications distributed by "System Centre" SCCM branch cache servers.

02 Deployment

Deployment activities

- On arrival we cleared legacy equipment onto empty trolleys, while new equipment was added to desks.
- Existing equipment was removed from sites and returned to a dedicated storage area.
- We set up and configured new Windows 10 devices and performed basic checks with the user present.
- Users were provided with PDF instructions about their new devices and how to connect and set up their device ready for use.
- Our on-site engineers supported users with light touch basic checks, email set-up, office, and print.
- Client supplied on-site drop-in teams to support users with Windows 10 queries.
- We updated CMDB with equipment details, locations, serial numbers, host names etc.
- We reported back devices migrated on a daily basis to Atos project management teams
- Laptop "clinic" or drop-in centre created for users not in attendance or without a fixed place of work.

We managed reporting and audit trails vital for the BEH Mental Health Trust digital transformation management streams, developing a standard user sign-off process to capture proof of delivery, validation of functional applications, and acceptance:

- Floorwalker confirmed whether user previously had RAS access.
- Floorwalker validated that user can Save File and access all Group Shares.
- Floorwalker validated that user has access to key applications.
- Floorwalker assisted user in downloading specific additional software.
- Floorwalker validated that user has access to required URLs.
- Floorwalker ensured that user can connect to Corporate or Guest Wi-Fi.
- Floorwalker validated that users can print.
- Floorwalker validated offline working solution works for laptop users.
- User inserted Rio card and floorwalker remediated Java pop ups for Rio.
- Sign-off obtained from user.

Logistics, deliveries and administration

- Daily collections of "pre imaged" Windows 10 devices, under the direction, supervision and scheduling of the Atos project manager.
- Delivery to various sites in line with the day's deployment schedule provided by Atos and the Trust.
- Collection of the accrued legacy equipment from the day's deployment activities.
- Collections of any laptops which could not be deployed due to user not being present.
- Returning of legacy equipment to dedicated build and storage area.
- Return of new laptops for drop-in centres to dedicated build and storage area.
- Updating the administrator.
- "Checking out" stock taken by the delivery driver and updating the inventory tracker.
- "Checking in" returned legacy equipment from the previous day's deployments to the inventory tracker.
- Processing of equipment into minimum specifications for additional swing stock (to be re-imaged to the Windows 10 build and updated in the inventory tracker).
- Creating a contact matrix for returned (undeployed) laptops, where users had not been present.
- Contacting users for collection of laptops at the agreed date and time drop-in centre activities.
- Checking "Magic 5" Data (proof of delivery).
- Updating CMDB with equipment change details.
- Reporting back devices migrated, and those not migrated, to project management streams on a daily basis.

03 Outcome

The programme had large significance to the Trust as every employee would be affected for a time during the project. The feedback received from users was extremely positive which was due to the knowledgeable, friendly and professional...engineers who always went above and beyond.

(The team was) also extremely flexible throughout the project, they were willing and able to adapt to the customer's needs very quickly, leading to a successful deployment and a satisfied customer. I would be pleased to work with (them) on another IT deployment project and would not hesitate to recommend...to colleagues and other organisations.

Barnet, Enfield and Haringey Mental Health Trust (BEH)

We used:

- 1 team lead
- 6 deployment engineers
- 2 floorwalkers
- 1 administration assistant
- 1 delivery driver
- 1 imaging engineer
- 1 missed migration engineer

2700 Windows 10 devices between February and June 2019. The project completed on time, within budget.

Talk to a specialist today

From first questions to tailored support, our team's here to help every step of the way.

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