

QSE: private health



01 Background

Queen Square Private Healthcare provide award-winning private patient care at the National Hospital for Neurology and Neurosurgery in Queen Square, the UK's largest and most specialised hospital dedicated to neurological illness.

With over 200 internationally renowned consultants and specialists from the fields of neurological medicine and advanced neurosurgery, Queen Square is a unique clinical setting where innovative medical research is also conducted.

02 Deliverables

Delivering support services

- 1st line support with remote 1st line fixes.
- Catalogue request services including "order2install", new user accounts, access controls, file share access.
- Intelligent hands for 3rd party suppliers and 24/7 on-call support.
- 2nd line support services including desktops, laptops, tablets and physical break-fix.
- Application support and patching.
- 3rd line support including server, backups, patching, updates and physical break-fix.
- Network support including switch configurations, wireless access points, configurations and break-fix.
- Projects including infrastructure cabling, display screens, departmental moves and innovations.

03 Customer Review

It is a pleasure to provide a testimonial and in particular (for) service engineers Aundre Barrow and Marc Quinn. I have found both to be exceptional engineers who offer great service in helping with our day-to-day technical problems. They are super responsive, incredibly knowledgeable and highly professional. The service desk...is really helpful, responding to our IT issues rapidly.

It is so easy to log problems, which are resolved in a timely manner. Having been in the healthcare industry for over 25 years and worked with a number of IT providers, I would have to say (this is) the very best team of professionals I have worked with. I would not hesitate to recommend for all IT support issues.

Jodee Cooper
CEO, Queen Square Enterprises (QSE)

Talk to a specialist today

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

Milton Keynes Office

41 Alston Drive,
Bradwell Abbey,
Milton Keynes,
Bucks.
MK13 9HA. UK

+44 (0)8444 823444

Hereford Office

Stirling House,
Munitions Close, Centenary Park,
Skylon Central,
Hereford.
HR2 6FJ. UK

+44 (0)1432 870 879

Essex Office

Bates IT Ltd,
Walkers House,
School Road,
Essex.
CM77 6ST. UK

+44 (0)1371 875522