



CASE STUDY | HEALTHCARE

Core system replaced in a heartbeat at Southend Hospital

What was the challenge?

- Southend Hospital's IT infrastructure was reaching end-of-life
- New technology was needed to meet future demands from clinical services
- Hospital had to keep working during upgrade to protect patient care

"We know CAE will always deliver. As a hospital, we're dynamic and sometimes need to act quickly to support transformation. Often time is of the essence. With CAE, we can pick up the phone — and they will help."

**Matthew Poxon, IT Network Communications
Team Manager, Southend Hospital**

THE POINT

Southend University Hospital NHS Foundation Trust employs nearly 4,500 staff and provides a wide range of acute services, from surgical specialties and cancer treatments, through to orthopaedics and children's services. However, each department's critical services were depending on a core IT system that was reaching end-of-life.

With vendor support ending, the hospital's core infrastructure — and everything connected to it — was at risk.

However, following meticulous planning, CAE deployed an advanced Cisco core infrastructure **during a weekend in just 60 minutes**. Now the hospital has the perfect infrastructure to meet future needs.

THE OUTCOMES

- Time-critical switch migration completed without impacting patient care
- Clinical systems, patient records and other digital services now run on a vastly improved network
- New Cisco switch takes capacity from 1GB to 10GB and beyond
- Solution enables software defined networking (SD access) for low-touch, auto-provisioning and greater diagnostics — ideal for future needs
- New solution is straightforward to manage with familiar controls, all backed by expert CAE support

SOLUTIONS

- Cisco Catalyst 6807-XL Switch
- Cisco Catalyst 9000 Series Switches (SD Access Ready)

SERVICES

- CAE consultancy
- Planning and migration
- CAE 24/7 support, including 4-hour response on-site for new hardware

The CAE approach



FINDING THE BEST SOLUTION

- Southend Hospital's core infrastructure was approaching end-of-life. With no support or patches available, the hospital's entire IT would soon be vulnerable
- The hospital's systems were Cisco-based and so IT managers wanted a familiar platform
- CAE took the hospital's IT team to Cisco's UK HQ at Bedfont Lakes, London, to explore the best options
- The hospital chose the Cisco Catalyst 6807-XL Switch, which offers higher slot and switching capacity with plenty of performance headroom



EVERYTHING TICKING OVER NICELY

- The new core IT offers extra speed, capacity, and resilience to carry an increasing load from clinical systems, patient records and other healthcare services
- Capacity has risen from 1GB to 10GB, which is being used already in areas such as A&E and the X-Ray department
- With modular switches like the Cisco 6807-XL, expansion beyond 10GB is available
- The management platform is familiar to the hospital's IT team and uses some of the same configuration



MIGRATING IN MINUTES

- As an acute hospital, Southend couldn't afford any significant downtime — without impacting patient care
- With just one site and a single data centre, the stakes were high: The window for the migration was just 60 minutes
- CAE completed meticulous planning with the hospital IT, business and operations managers
- Paper systems were put in place, extra people placed on duty — and the switches were swapped out successfully within the hour
- Everything went to plan



INNOVATION — READY AND WAITING

- The Cisco switch provided through CAE opens the door to software defined networking (SD access) in the future
- This will enable low-touch, auto-provisioning and greater diagnostics for the hospital's IT department. As a team, they'll be able to achieve more with the same resources
- The new equipment costs less to maintain
- CAE also provides reassuring 24/7 support, including a 4-hour on-site response for the new hardware

WHY CAE?

Our agility allows us to take a strategic approach to understanding, recommending and implementing our clients' needs, delivering a truly customised approach and empowering our customers.

We work to deliver an outcome that exceeds our customers' expectations. We drive cost efficiency down, ensuring we benchmark costs to ensure predictability, transparency, consistency and inclusivity. Our agility is demonstrated through time gains and strategic efficiency, which we measure so we can refine and improve.

For more information contact hello@wearecae.com

thisiscae.com

"CAE are technically sound, they follow best practice and instil confidence. They have good account management and excellent ties with Cisco."

Matthew Poxon, IT Network Communications Team Manager, Southend Hospital

