



## CASE STUDY

# Healthcare Provider

UK healthcare provider relies on Wavenet to empower them to best serve their patients



## About the customer

We support a specialised provider of mental health, learning disabilities, wellbeing, and community services across the UK. This organisation plays a vital role in delivering essential care to some of the most vulnerable people in society. Their trusted services rely heavily on robust, available technology and effective communication, which are fundamental to ensuring they can deliver seamless, quality care every day.

## The challenge

The healthcare sector has faced increasing demands in recent years, requiring this customer to resolve IT issues swiftly to prevent any impact on their critical services. During the COVID-19 pandemic, they needed to rapidly scale their remote working capabilities by expanding secure access for 3,000 additional staff members.

At the same time, they had to maintain rigorous security standards to protect sensitive patient data from cyber threats and attacks, balancing rapid growth with stringent security compliance.

## The solution

During the lockdown, we quickly redesigned their existing VPN infrastructure to support a dual active/active setup. This allowed staff to work agilely with new laptops, securely logging into the network via the cloud. The solution ensured uninterrupted remote access while giving their IT team full control over data, devices, and user profiles, meeting their high security standards.

## At a glance

**Industry:**  
Healthcare

**Employees:**  
5,000+

**Solutions:**

- Intelligent connectivity, and Cloud & modern workplace

To facilitate the new remote working solution, we had to address a bottleneck in their existing legacy 1G WAN network by seamlessly migrating them into a new optimised 10G WAN and LAN routing network. This was achieved with rapid deployment to avoid any interruption of service.

The customer also relies on Wavenet\* for asset lifecycle management services. This includes provision of various hardware devices, as well as rollout services and implementation of software applications, including antivirus and standard collaboration tools like Microsoft Teams, which we deployed to 5000 users in less than a week.

To respond quickly to any IT issues, we provide technical support via our dedicated service desk engineers and if on-site support is needed, our engineers visit any of the customer's 100 locations to provide hands-on responses to problems with network, infrastructure, or end user devices.

The overall solution is underpinned by Wavenet service management, which provides supporting processes and services based on the ITIL framework. These are delivered by industry-leading enterprise-grade toolkits on-premises and in the cloud, integrated with the customer's helpdesk systems.

## The results

The customer has gained peace of mind, knowing that any technical problems can be addressed quickly by Wavenet's trained experts, either over the phone, via live chat, or in person.

The initial investment in this solution has provided the customer with simplified and reliable platforms, which can be built upon to deliver future benefits in line with the ever-changing needs of the healthcare industry including adding resilience to the infrastructure, removing single points of failure, and providing robust security mechanisms to protect against cyber attacks.

They also now enjoy cost savings achieved through fixed price and consumption-based payment models. This allows them to make sure they are only paying for the services they need, so that they can prove to stakeholders that they are using their budget efficiently.



Ready to make your business  
tech simpler and smarter?

Talk to us

Let's talk  
**0333 234 0011**

[contact@wavenet.co.uk](mailto:contact@wavenet.co.uk)

[wavenet.co.uk](https://wavenet.co.uk)

 **wavenet**