



PRESTIGE NURSING + CARE

CASE STUDY



IAAS



BAAS



DRAAS



MANAGED
FIREWALL



WAN



UCAAS

One of the UK's most experienced and respected nursing and care agencies, Prestige Nursing + Care has provided home-based nursing and care services for over 70 years.

With 45 company-owned and franchised offices across the UK, Prestige has 2,500 permanent, temporary and specialist nursing staff.

CHALLENGES

When Prestige first engaged ONI, the agency was facing multiple IT-related business challenges. A growing organisation but with a relatively small IT team, Prestige had previously decided to outsource key IT infrastructure services relating to voice, data centre and Wide Area Networking (WAN) to a variety of vendors.

Various challenges relating to these services had arisen.

The consumer-grade ADSL on which the company's WAN relied did not provide Quality of Service management (QoS). As a result, call

quality delivered by Prestige's Avaya-based, cloud hosted VoIP platform was variable and could not be guaranteed.

Furthermore, the VoIP solution could not support video conferencing, which the company needed for remote staff interviews.

Making heavy use of out-of-hours call forwarding, Prestige needed to be able to make changes to this service quickly and easily, at any time of day or night. The existing telephony solution made remote administration of such changes difficult, and there was no suitable, responsive managed service alternative available.

Slow response times and limitations in the existing data centre vendor's service resulted in data centre outages. As a result, Prestige were forced to rely on firewalls beyond their end-of-support dates, which were subject to security vulnerabilities, potentially putting the entire business at risk.

SOLUTION

With the WAN the first of Prestige's outsourced contracts to fall due for renewal, ONI recommended an MPLS WAN to deliver the higher bandwidth and QoS required. The MPLS WAN also provided flexibility over the contract term, proactively providing bandwidth increases at each location as local exchanges were upgraded. The new MPLS WAN was rolled out during the first half of 2016.

During discussions following up the WAN project it became clear that Prestige needed help with its managed firewall. The agency's existing data centre provider had proved unable to keep the firewall updated from a support and security vulnerability perspective. ONI designed a resilient, managed firewall as a service solution based on Cisco Adaptive Security Virtual Appliances, running out of ONI's Tier 3+ Data Centre facility in Luton.

Through its delivery of the managed firewall, ONI was able to demonstrate the capabilities of its full range of Nimbus Cloud Services solutions. This prompted Prestige to ask ONI to design, ten months ahead of the termination of their existing data centre contract, a highly resilient cloud-based Infrastructure as a Service (IaaS) solution, complete with cloud-based Disaster Recovery and backup services.

Working closely with Prestige in a highly consultative manner, the ONI team augmented the company's limited IT team resources with its own considerable industry experience and expertise. ONI offered Prestige a series of solution options, each with clearly explained features and benefits, allowing the agency to make a fully informed business decision on the best way forwards.

With Prestige's existing cloud services provider withholding access to key virtual disks, migration to the the new IaaS cloud service platform could have been problematic. ONI's experienced cloud services team addressed this issue with a bespoke application-level migration plan to mitigate risk in the data centre move. Prestige's ONI cloud services went live one month ahead of schedule.

During this critical period in Prestige's development as a business, the company's ICT infrastructure was essential to the achievement of the organisation's strategic goals. It had to not only work reliably but also be simple to use and manage. Telephony infrastructure in particular was key – a vital communications channel between branches, franchises, thousands of nurses and many more thousands of customers.

With Prestige's outsourced cloud-based voice solution contract due to end soon, there was a valuable opportunity to leverage the new WAN and cloud-based data centre services to deliver cloud-based Unified Communications (UC) to all of the agency's 45 locations. Having a single provider designing, managing, supporting and optimising their key, interdependent IT systems would allow Prestige to deliver a much-improved service to their internal and external customers.

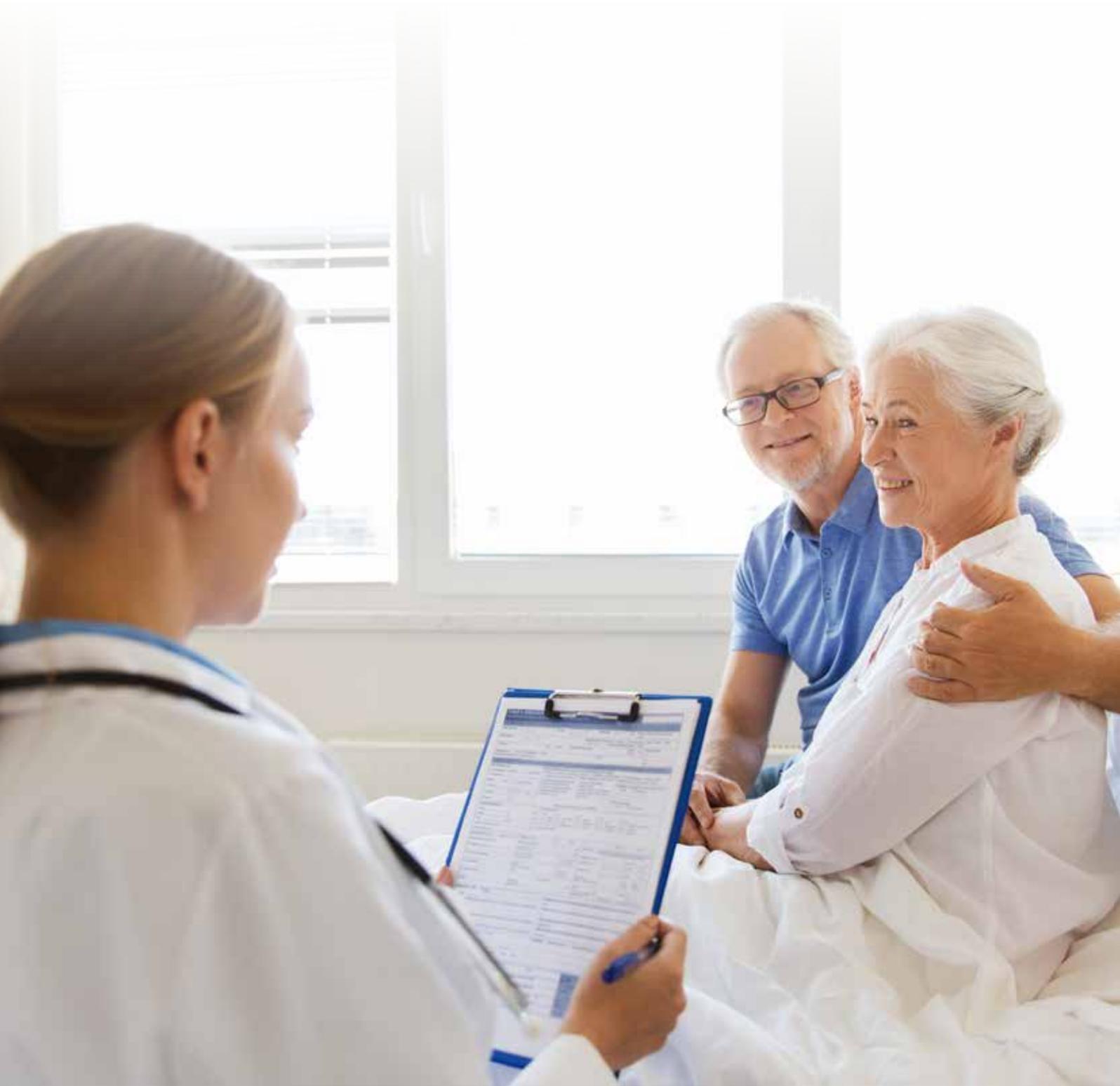
"ONI's unique and interactive approach meant they quickly grasped a thorough understanding of our needs and were then able to advise us on various solutions, rather than offering one option. This ensured we knew we were getting the best value from the solution we selected."

Wayne Giles - IT Manager

A series of UC workshops for Prestige's board-level decision makers allowed ONI to assemble a comprehensive understanding of Prestige's needs. Bringing our industry-leading Cisco Call Manager UC expertise to bear on that understanding, we designed a resilient, cloud based UC service solution that not only fully met Prestige's basic communications requirements but also added new functionality, enabling the agency to communicate internally and externally in new, more efficient and more cost-effective ways.

The new UC service delivers:

- Voice and video calling
- Voicemail
- Instant messaging
- Presence information
- Softphone clients for IOS and Android mobile devices
- A fully managed service including administration of moves, adds and changes, and 24x7 technical support
- Service Delivery Management



BENEFITS

- Reduced technology duplication, complexity and cost, saving time, money and effort
- Consistent user experience, independent of location
- Improved resilience and service availability
- Support for strategic growth initiatives such as video
- Internal IT resources freed up for strategic, value-add activities

"ONI's cloud services have proven to scale quickly and easily. This gives us the confidence that we can deliver the agile services demanded by the business by increasing capacity when we need to in the future."

Wayne Giles - IT Manager



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Established in 1992, ONI plc is a leading provider of IT services and solutions. We deliver unique blend of on-site, hybrid and Cloud computing systems, from our Tier 3+ UK data centres. Our workforce holds over 400 accreditations from vendors such as Cisco, VMware, Net App, Veeam, Gamma, BT and Microsoft.