ASSURE
SERVICES
FOR THE HEALTHCARE SECTOR

ONI

a THRIVE Company

KEY BENEFITS

- Direct access to technical expertise to support and manage your critical IT functions

- Reduce costs by outsourcing specialist skills or repetitive manual tasks

- Improve IT budget planning and strategy with predictable costs

- Reduce the risk of essential products and services being exposed by expired contracts

- Decrease downtime with strictly managed SLAs, backed by efficient resource allocation

- Develop an agile infrastructure that can adapt to your evolving staff and patient needs

- Improve the standard of patient care with reliable access to data and applications

- Effectively share resources and collaborate with other trusts and agencies

MANAGING COMPLEXITY

Healthcare organisations are under increasing pressure to deliver a richer, more integrated experience for clinicians and patients alike; underpinned by a highly responsive, available and robust IT infrastructure.

IT departments within the health and social care sectors are faced with managing complex environments, often featuring multiple technologies, vendors, devices and licenses. Managing this degree of complexity can prove both expensive and time-consuming, distracting IT resources from front-line operations.

Technology plays an increasingly vital role in delivering the right standard of patient care; enabling remote diagnoses, instant access to digital patient records, sharing resources with other trusts and agencies, digitising processes such as prescriptions and providing resilient back-up and recovery of essential data.

At the same time, IT budgets are under pressure to meet evolving business demands whilst avoiding the often unpredictable costs of internal support. Partnering with a service provider who offers a flexible, end-to-end service across multiple technologies helps achieve the right blend of in-house and third party support to balance risk versus cost.

HEALTHCARE SUPPORT SERVICES FROM ONI

ONI improves the way healthcare organisations manage their IT estate through a flexible range of Managed IT services. With over 20 years' experience we have become a trusted advisor; delivering support and managed services for a range of Hospitals, Trusts and Care Facilities across the UK.

ONI support services provide direct access to a team of highly-trained and accredited engineers who have extensive knowledge of telephony, enterprise networks, security, data centre, compute and storage systems. All our support and Managed Services are underpinned by robust ITIL policies, wrapped around comprehensive 3rd party support agreements.

We aim to partner with our healthcare customers and establish a deep understanding of both their systems and their processes. In effect, becoming an integral part of their IT department. By combining our tailored services with a standardised approach to engagement, our customers experience a reliable, efficient and cost-effective service.

ONI ASSURE

ONI Assure Services provide healthcare grade support, maintenance and Managed Services; delivered by our highly accredited, award-winning support team.

Assure services from ONI are designed to create a strategic support partnership that delivers a reliable, secure and flexible IT strategy, aligned to your staff and patient needs.

By offering a healthcare grade service that forms an integral part of your overall strategy, we are able to address some of the wider challenges facing the health sector today:

- An ongoing commitment to eliminate delays in patient care, shorten the length of stay and reduce costs through process efficiencies across all parts of the NHS

- A security-first approach to data protection, ensuring the integrity and privacy of patient data at all times

- Provide patients with access to the best medical experts through remote or mobile diagnosis, wherever they are

- Enhance collaboration across geographically dispersed teams through better sharing of resources and clinical information

- Instant access to patient records and medical information – anywhere, any time and on any device; whether in a clinic, operating theatre, visiting outpatients or providing emergency care

- A legacy of outdated and incompatible systems that are difficult to manage and impact negatively on the overall patient experience

An added benefit of delivering this level of strategic support is that we can relieve in-house IT support teams of day-to-day tasks, so they can focus on critical project delivery.

Each support service has been carefully designed to match the essential needs of your critical IT infrastructure and ensures incidents are resolved quickly, within pre-defined Service Level Agreements.

- Technical assistance: awarding winning support from our UK-based Technical Assistance Centre (TAC)

- Configuration advice for devices and applications

- Software/hardware support and upgrades

- Hardware break/fix support

SERVICE OPTIONS

Additional services are available to assess system performance and capacity management; helping you to plan system improvements and deliver an increased return on your IT investment.

Assure Monitor

ONI offers a range of powerful, easy-to-use IT monitoring solutions that provide unparalleled levels of insight into your network infrastructure. Systems performance is continuously monitored via an intuitive dashboard; where network issues can be detected, isolated and addressed. Providing end-to-end visibility of your network and helping you to optimise your systems' performance.

Assure Reports

Assure Reports delivers a comprehensive suite of standard and enhanced reports, designed to improve visibility of your IT estate and help organisations optimise the returns on their investment in technology

Reports can be used to provide granular-level detail of device performance, major incidents and route cause analysis.

When combined with strategic technology reviews and consultation services we are able to identify and prioritise improvements such as capacity planning, network vulnerabilities and road-mapping.

Assure MACD

This remote service provides administrative change support across an extensive range of technology architectures which includes; UC & Collaboration, Enterprise Networks, Wireless, DR and BaaS, IaaS and Security.

Assure Insight

Assure Insight is a powerful reporting and data analytics tool that allows organisations to effectively collect, collate and interpret key device information. Once captured, Assure Insight turns this information into actionable intelligence about your IT install base.

Assure Insight provides real-time data analytics from across your network. Inventory data and contractual intelligence further support improvements in decision making, network optimisation and lower TCO. With visibility of your entire IT network, you are able to ensure all devices have supporting contracts, address network vulnerabilities and provide valuable insights into end-of-life manufacturer notifications.

? WHY ONI?

Established in 1992, ONI Ltd is a leading provider of IT solutions and services to both public sector and commercial markets. Privately owned, we offer a comprehensive range of on-site, cloud and hybrid technology solutions.

We have worked hard to establish ourselves as a centre of excellence for digital transformation, but we're not resting on our laurels. We have ambitious plans for even further growth over the coming years, which will see us increasing both our capacity and range of services. Keen adopters of new technologies, we are proud of our reputation as innovators.

Our expertise already spans core network infrastructure, unified communications and collaboration, contact centre solutions, data centre services, connectivity and cybersecurity.

ONI cloud services are delivered from our own Tier 3+ Data Centre, located in the South East of England, and include infrastructure, disaster recovery, UC, collaboration and contact centre solutions as-a-service.

ONI is committed to providing our customers with the availability, performance and agility required to transform their business. It's what we call Business Assured and comprises three core pledges.

100% UPTIME GUARANTEED

Most service providers promise four 9's or even five 9's in terms of availability, but 99.99% uptime still means you are without service for 52min 35s every year. When dealing with business-critical applications, we don't think you should compromise on availability. If you pay 100% of your fees, you should get 100% availability.

Our commitment to 100% uptime underpins our data centre and managed service portfolio; providing our customers with peace of mind that they will always have access to their data and applications.

ON-PREMISES OR CLOUD AGNOSTIC

For many organisations, the future of IT lies in a hybrid converged infrastructure that features elements of on-premises, colocation and cloud-based products and services. But getting agnostic advice on the best place to deploy each application can be difficult.

Cloud service providers naturally will only ever promote as-a-service propositions. Likewise, legacy systems integrators will have experience of on-premises hardware but not the skills necessary to transition services successfully to the cloud. In contrast, ONI offers the best of both worlds.

By combining legacy on-premises solutions with our Data Centre services, our customers benefit from transformative digital solutions, deployed where they add most value. Our agnostic approach to deployment helps organisations to gain a competitive advantage by reducing costs and delivering leaner, less complex IT solutions.

PREDICTABLE AND TRANSPARENT COSTS

Cloud services from ONI are provided from a single orchestration platform; one that offers a simplified product range and an all-inclusive price, based on customer usage. There is no need for specialist procurement knowledge to understand a complex product offering or EA pricing structure, let alone fluctuating exchange rates, making it easy to stay in control and avoid unexpected spiralling costs.

ONI Assure Managed Services provide unmatched details about the status of IT infrastructure devices; enabling IT professionals to make better informed investment decisions about life-cycle management and avoid unnecessary costs. Improved visibility of contract renewals, or when devices reach end-of-life and end-of-support, makes budgeting more accurate and more predictable.

AVAILABLE FROM ONI:

- Managed Services & Support

- Hosting & Colocation

- Networking & Connectivity

- Back-Up & Disaster Recovery

- Cybersecurity Solutions

- Contact Centre Solutions

- Mobility & Collaboration

- Unified Communications