



INTEGRATION SUPPORT



Supporting the NHS through proactive and preventative solutions

Crown
Commercial
Service
Supplier

The importance of TIE support

ReStart has provided IT integration support for NHS TIE environments and their connected systems for over 8 years. As the market's leading provider of integration services and support, we offer a complete, end-to-end service managed by our support team in Exeter. This team currently manages TIE support for over 20 NHS sites.



The TIE is the lynchpin for a Trust's clinical systems, allowing the flow of real-time information and the subsequent fluidity of service between disparate hospital departments.

So what happens when things go wrong? Without this constant flow of information, clinical staff are left exposed to outdated information resulting in potential clinical risk and delays to the provision of care. Additionally, internal IT teams are then impacted by increased pressure to ensure that the problems are fixed, and this can often mean diverting valuable resource away from other projects until the TIE issues are resolved. All of this adds up to increased cost, reduced security and compromised integrity of vital patient information.

Reasons to evaluate your integration support include:

- Cost – to achieve value for money and free-up internal resources
- TIE migration – to provide continuity of information at the point of care during and after new deployments
- Continuity of service – to provide security and surety that clinicians are supported with the most up-to-date view of patient information at all times.

Continuity of service

ReStart provides a high-availability TIE environment with remote monitoring and a dedicated team of integration experts, meaning that customers receive **uncompromised continuity of service**, staff freed up to work on other projects, and above all, peace of mind.



Cost savings of 50% for 24/7 support

However expert an internal integration team may be, the reality of retaining them on a 24/7 basis would be impractical and costly. ReStart support packages are cost-effective, normally **saving Trusts a minimum of 50% on the price of an internal dedicated team**, with the added benefit of round-the-clock support, because TIE environments don't sleep when people do.



Why choose ReStart support?

ReStart support services provide high availability and continuous monitoring of the TIE and its connected systems, meaning that any TIE issues can be identified and resolved, before any impact is felt by hospital staff.

Dedicated support centre

ReStart employs a dedicated team of support professionals in its Exeter office including a support manager, support supervisor and support analysts. This team is complemented by a further 7 integration developers within the same office and an additional 10 integration consultants in the field.

ReStart's financial investment and commitment to providing the highest levels of support enables us to provide a seamless and responsive service, unrivalled by any of our competitors.



24/7 support

The NHS is a 24/7 organisation and requires 24/7 support from its providers. Our support analysts and sophisticated tools are continuously monitoring the status of every customer TIE environment and are available to customers, at any time of the day, or night.

24/7



Case study: Surrey & Sussex NHS Trust

Surrey & Sussex Healthcare NHS Trust (SASH) has been a ReStart support customer for 5 years. The Trust employs approximately 3,000 staff and services a community of over 416,000 people.

With an IT department of 18 staff, split across technical, development and system support, Ian Mackenzie, Director of Business Intelligence & Technology, knew from past experience that a managed support service would save time and guarantee better results: ***“I procured and installed an integration engine first about 10 years ago and realised from that experience that it was essential to work with experts who could support our business need. The cost and hassle of looking after this ourselves is not part of Trust core work and I would always look to outside experts who can come in and quickly deliver solutions. This also gives us instant access to a wide range of knowledge and experience from other sectors.”***

ReStart provided SASH with a complete support service including the deployment of the TIE across the Trust and subsequent development to enable full system interoperability between the Trust’s core departmental systems and its PAS.

The support removed a great deal of risk and resourcing challenges away from the Trust. ReStart’s comprehensive support service means the responsibility of managing the hardware, software, day-to-day issues, uptime and disaster recovery are all dealt with by a dedicated and responsive team of experienced support analysts and integration consultants.

In particular, ReStart implemented its own comprehensive remote monitoring tools that enable the support team to proactively respond to hardware and software problems before they have an impact on service.

ReStart has delivered over 1,000 interfaces, in over 60 NHS Trusts, and supports all major NHS TIEs including Ensemble, eGate, JavaCAPS, Mirth and Rhapsody.



Proactive monitoring of all systems attached to the TIE



Proactive Monitoring removes the need for a Trust to monitor and action issues itself via a third line support desk. Trusts need to know the status of their TIE at all times and be relaxed in the knowledge that they are guarded against potential problems or interruptions to their service. As part of the ReStart service, all alerts are sent to the ReStart Alert Monitor (RAM) and sophisticated tools, including custom alert and TIE dashboard monitors, are used to ensure that patient information flows seamlessly between systems and that issues are fixed before they impact the Trust.

ReStart's investment in sophisticated tools such as SMS alerting and the RAM make this proactive monitoring possible and include system heartbeats, message queuing, errors, connectivity, back-up status, message throughput, uptime, interface inactivity and unusual activity, e.g. message spikes.

An example of proactive monitoring

- 1** Alert sent to ReStart helpdesk for inactivity on Radiology (no messages have been received in the last 30 minutes). This in turn logs a call to the ReStart helpdesk.
- 2** ReStart dials in to the TIE to investigate the issue.
- 3** ReStart establishes the issue is not with the TIE, it's with the sending system.
- 4** Because the Trust is under managed support, ReStart calls that system supplier, and liaises with them to resolve the issue.
- 5** In parallel, ReStart communicates this to the Trust's own helpdesk.
- 6** Once the issue is resolved, ReStart liaises with the Trust to inform them that full messaging is back in place.



The ReStart support difference

ITIL-certified team

ReStart invests in the ongoing training of its dedicated support team, who are ITIL-certified, and receive continuous professional development and training to ensure they provide the best possible service, and lead the field in best practice.



Clear escalation routes

As a continuation of ReStart's investment in its service offering, the support team provide comprehensive and clear escalation routes. Where our competitors provide some level of support because they provide integration services, support is a distinct line of business for ReStart, hence our unparalleled levels of service. Day-to-day queries are normally resolved by speaking with one of our support analysts, but in a case where further involvement is required, the customer can escalate any query up to the support supervisor, support manager, or should the need arise, to ReStart's Managing Director.

Custom alert monitoring

In addition to the ReStart Alert Monitor (RAM) which observes queues and general TIE activity, ReStart provides fully customisable alert monitoring. This allows us to set up bespoke monitoring for complex business processes.



TIE monitor dashboards

ReStart's support contracts include the RAM and a local dashboard where the customer has full visibility of the TIE status, availability and the messages it is processing.

Monthly service reports and reviews

ReStart provide a monthly service report including a service summary, service specification, TIE system overview, incident review, special occurrences, TIE change review and year-to-date service summary. This is followed up with monthly conference calls and face-to-face meetings when required.



Support offerings for: Ensemble, eGate, JavaCAPS, Mirth, Rhapsody, .Net, SQL, MongoDB

Whatever TIE your Trust is currently using, ReStart can support it. Our support team and integration consultants have experience working with all major proprietary and Open Source TIEs used within the NHS, and even some of the more obscure ones too.

In addition to this, ReStart guarantees 15 minute response and 30 minute fix Service Level Agreements (SLAs) on all support contracts.

Levels of support

ReStart provides flexible levels of support to suit the particular Trust's needs. Choose from one of the following levels of support or create your Trust's own unique blend through our custom support package:



- 24/7 support
- Enhanced support – 8am-6pm, 7 days a week
- Standard support – 8am-6pm, 5 days a week
- 1st, 2nd or 3rd Line support
- Custom – a bespoke mix of the above, e.g. 24/7 support where Trust is responsible for 1st line support and ReStart for 2nd and 3rd line support
- Training and mentoring to build in-house integration teams

Your support checklist:

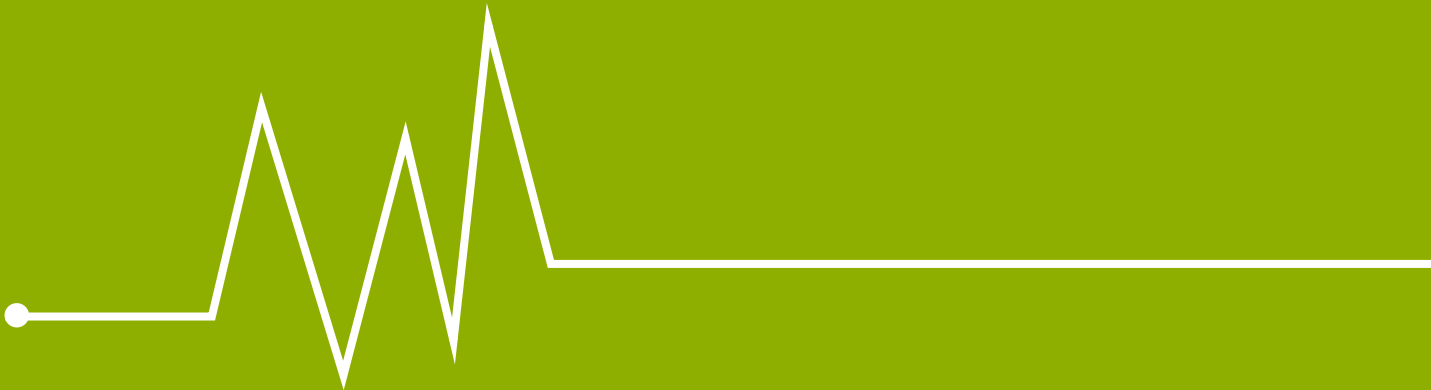
- Dedicated support centre/team
- 24/7 support
- Proactive monitoring of all systems attached to the TIE
- 15 minute response SLA
- 30 minute fix SLA
- ITIL-certified staff
- Clear escalation routes
- Custom alert monitoring
- TIE monitor dashboards
- Monthly service reports and reviews
- Support, system administrators, integration consultants based in one location
- Support offerings for: Ensemble, eGate, JavaCAPS, Mirth, Rhapsody, .Net, SQL, MongoDB

If you're considering reviewing your existing TIE support arrangements, then this checklist can serve as the benchmark for the review of outsourced services. ReStart provides the above, inclusive in all its support packages, regardless of whether the Trust is using a 24/7, 12/7 or 12/5 service level.

**CALL RESTART TODAY ON
0845 680 6915 FOR A SUPPORT QUOTE**

"By opting for a managed service, we keep our staff training to a minimum and have no need to develop a team, which would incur more cost and risk to the Trust."

Elisa Steele, Director of IT, Lewisham Healthcare NHS Trust



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