



## We deliver Moorfields Eye Hospital a 24x7x365 maintenance and hardware fix solution



**Moorfields Eye Hospital, founded in 1804, is a postgraduate teaching hospital and a national centre for ophthalmic care. It has three principal roles, to provide high quality ophthalmic care, to carry out with others ophthalmic research and to provide teaching and training in ophthalmology.**

The unequalled volume and diverse nature of the patient base at Moorfields gives the hospital a major advantage in these three fields. This unique patient base provides an unrivalled research and teaching resource for both Moorfields and its research partner, the Institute of Ophthalmology. The Trust provides ophthalmic care to NHS and private patients through service provision at City Road, its outreach community services and the mobile unit. The hospital is additionally supported by the Friends of Moorfields.

### The Challenge

Moorfields rely on having an efficient, reliable and 24/7 infrastructure to ensure they are able to support both their public and private healthcare services. Any system downtime is measured by a loss of revenue generating opportunities – it also adversely affects Moorfields objectives in meeting Government agreed targets on waiting list numbers and waiting times.

The challenge for Moorfields was to outsource the responsibility of maintaining and supporting

their business critical systems to an organisation that was able to deliver to their stringent targets.

### The Solution

We were appointed by Moorfields to deliver a 24x7x365 maintenance and hardware fix solution. The service level provided is a 1 hour response and 1 hour fix. As part of the service we offer proactive as well as reactive support ensuring that issues are not just fixed but effectively analysed so that the cause of the problem is attacked, not just the symptoms.

### The Benefits

Moorfields have seen three key benefits from the service delivered by us:

- > The speed of response to problems, at all times
- > The resulting speed and efficiency of the fix carried out by our Technical Engineers
- > The depth and range of technical knowledge of our Engineers used in resolving problems and ensuring the same problem doesn't readily reoccur.

### Client >

Moorfields Eye Hospital

### Sector >

NHS

### Project >

Managed Maintenance

*"Our partnerships with Advanced allows us to focus on what were best at."*

Barrie Winnard >

IT Director >

Moorfields Eye Hospital

# Moorfields Eye Hospital Case Study

## Why we were chosen

We were appointed by Moorfields Eye Hospital because of our reputation and 15 year experience in maintaining and supporting business critical systems. Our service provided is delivered against detailed service level agreements. Another reason for being appointed was that we are a HP Authorised Warranty Delivery Partner (AWDP) and an HP Authorised Service Delivery Partner (ASDP).

Barrie Winnard, IT Director Says, *"Advanced's experience and reliability has proved important in allowing Moorfields to fulfil its main role as a national centre for ophthalmic care. Any system downtime means lost revenue and poor patient service – our partnership with Advanced allows us to focus on what we're best at and not on making sure our technology is always available"*

## More information

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