



CASE STUDY: THE HEALTH INFORMATICS SERVICE

The Health Informatics Service deploys Centennial SAM.Suite

THE HEALTH INFORMATICS SERVICE receives an instant view of all networks for the first time, bringing the ability to make accurate decisions on technology and compliance issues

Centennial Software, a leading developer of IT asset discovery and software asset management solutions, announced The Health Informatics Service, which provides IT services to healthcare organisations across South West Yorkshire and beyond, had purchased 6,000 seats of Centennial SAM.Suite. Working with SAMpartners, part of the Trustmarque Group, The Health Informatics Service used Centennial SAM.Suite to obtain a clear view of all activity on the numerous networks it serves. Previously, The Health Informatics Service struggled to know the number of devices supported, the software installed and configuration of those devices. Every time there was a request for asset reports, an engineer would have to be

sent out to varying locations to conduct a manual audit - an exercise that would take weeks.

The Health Informatics Service is able to discover this information almost instantaneously and decisions on support and bigger strategic projects, such as technology refreshes and compliance issues, can be made in seconds instead of weeks. The Health Informatics Service is responsible for providing support to 12 NHS and non NHS organisations across South & West Yorkshire. It had originally been asked to do an audit for one of its key customers, Kirklees PCT, which incorporates 74 different general practices, as well as all other health and medical centres in the region.

Through accredited Centennial partners, Trustmarque and SAMpartners, The Health Informatics Service initially used Centennial Discovery for 90 days as part of its software renewal negotiations. However, the trial proved so successful that the service has subsequently purchased perpetual licenses of the full SAM.Suite solution and has extended its roll-out to the wider Strategic Health Authority. It has also helped to solve the perennial problem for network support teams in the NHS of obtaining and supplying information to GPs, and has since been deployed to a large number of GP practices in the area.



the licence pool supplied as part of the original survey which we have now reached and are in the process of increasing our licence pool to ensure coverage of all discovered devices. Doing it this way ensures we are saving more money from avoiding over-licensing as we are now confident that we are not going to reach 15,000 devices. As we work towards ITIL certification, we are expecting to see more and more benefits, both in terms of productivity and cost savings, as the automated system frees up so many more resources for us."

"SAMpartners arrived in the morning, installed Centennial Discovery and it was working by lunchtime. The audit was completed very smoothly, but it was the further benefits which we were not expecting which truly impressed us"

NEIL ASLING, IM&T PORTFOLIO MANAGER,
THE HEALTH INFORMATICS SERVICE

Neil Asling, IM&T Portfolio Manager, The Health Informatics Service said: "When we carried out audits for the various Trusts and PCTs we cover, it was always a manual process, which meant that by the time we had finished, the information was out of date. Often the work would be duplicated for different projects as the previously collected data needed to be double checked or sometimes the data collected previously, omitted the data required at this point in time. We were very happy with the ease of implementation - SAMpartners arrived in the morning, installed Centennial Discovery and it was working by lunchtime. The audit was completed very smoothly, but it was the further benefits which we were not expecting which truly impressed us. We can now tell organisations exactly what is on their network from our headquarters,

rather than spending unnecessary time and money on sending an engineer to a site to audit the IM&T estate. This has massive implications on our current expenditure, as it allows us to make much more informed and efficient decisions on all aspects of the IT infrastructure."

The Health Informatics Service will be using Centennial SAM.Suite to help drive the adoption of ITIL processes within its Service Desk. Looking forward, the visibility that will be provided will assist in future investment and project decisions. The Health Informatics Service has also been able to avoid the issue of over-licensing with the deployment of SAM.Suite.

"We originally thought there were over 15,000 PCs on our network," continued Neil Asling, "but we originally purchased 6,000 seats, as this was

Tony Fisher, Managing Director, SAMpartners said: "It's clear that the team at The Health Informatics Service is making excellent use of the information we have provided them with as a result of this project. We look forward to continuing the partnership and helping to build a world class SAM infrastructure."

Matt Fisher, VP Marketing, Centennial Software said: "We are delighted to be working so closely with The Health Informatics Service, to help it save time and deliver cost savings on the road to ITIL. It is always very encouraging when the free trial yields so many instant benefits and we look forward to a healthy and prosperous working relationship."

Centennial SAM.Suite is an integrated solution that comprises Centennial Discovery for full visibility of hardware and software assets across the network, and Centennial License Manager for electronically capturing, validating and reconciling software license entitlements.

For more information, please contact Trustmarque Solutions on **0845 2101 500** or email info@trustmarque.com

Trustmarque Solutions

SOFTWARE LICENSING EXPERTS

Head Office
Trustmarque Solutions Ltd
Trustmarque House, Alpha Court,
Monks Cross Drive, Huntington,
York YO32 9WN
T: 0845 2101 500

Reading Office
Trustmarque Solutions Ltd
Regus House,
400 Thames Valley Park Drive,
Reading RG6 1PT
T: 0118 9637 668

Northern Ireland Office
Trustmarque Solutions Ltd
Cathedral House,
23-31 Waring Street,
Belfast BT1 2DX
T: 028 9043 6625

Scotland Office
Trustmarque Solutions Ltd
Abbey House,
83 Princes Street,
Edinburgh EH2 2ER
T: 0131 247 7552

F: 0845 2101 520
E: info@trustmarque.com
W: www.trustmarque.com

