

Customer Case Study

Mid Essex Hospital Services NHS Trust

Implementing a Fully Optimised Active Directory in Aggressive Timescales

Mid Essex Hospital Services NHS Trust decided to bring their IT support back in house so they required a fully optimised infrastructure from the outset because of the security implications with handling patient records.

Mid Essex Hospital Services NHS Trust

Mid Essex Hospital Services NHS Trust provides acute hospital based services to a population of approximately 350,000 people living in and around the towns of Chelmsford, Maldon and Witham.

The Trust is also home to the regional plastic surgery service which covers a population of approximately 3.2 million people and the regional burns services which targets a population of approximately 9.8 million.

The Trust has an annual turnover of £174m and employs almost 3800 staff across all of the hospital sites.

The Trust is a recognised teaching Hospital and in 2004 was awarded Associated Teaching Hospital status from Barts and The London, Queen Mary's School of Medicine and Dentistry. This recognises the important work the Trust does in training junior doctors and the support offered to them by the Trust's staff.

For further information about Mid Essex Health Authority please visit their web site:

<http://meht.nhs.uk>

The Situation

In 2000 Mid Essex Hospital Services NHS Trust devolved the support function for their systems and infrastructure to an external organisation. In 2007 the decision was made to return these functions in-house.

The overall aim of the transition is to offer the users a faster, more flexible service with faster support, coupled with reduced operating costs.

Once the decision had been made MEHT wanted to progress the transition as quickly as possible.

The Trust already had a team in place that could perform infrastructure administration, but this team did not have sufficient specialised skills or enough time to build the new infrastructure from the ground up within the designated project timetable.

If you would like further information or would like to see a demonstration of Genesis then please do not hesitate to contact us. Reference sites are available upon request.

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Customer Testimony

"Mid Essex Hospital Services NHS Trust required a new Domain which would follow NHS & Microsoft Standards. We needed to deploy the domain in a live clinical environment following our fast deployment model. Genesis RKeyTec didn't disappoint. They delivered an Active Directory on time and to a very high standard."

Mike Casey, Director of IT,
Mid Essex Hospital Services NHS Trust



Initial Project scope

Once the decision had been made to devolve the IT Support function the transition work could commence. The initial focus of the project was to provide a fully optimised infrastructure into which the existing users and their data could be migrated. Initially the main tasks were:

- Source hardware / network perimeter solutions
- Build new Domain and Active Directory Architecture
- Install email solution
- Appoint appropriate support teams

These tasks were all initiated at the same time, but the implementation order was fixed. After the hardware had been sourced it was very time critical to create the Domain and the Active Directory Architecture. This is the foundation of the whole network infrastructure and would underpin the security, manageability, stability and compliance of the entire network.

The infrastructure also had to comply with CUI guidelines and security criteria appropriate to connecting to the NHS Spine.

Genesis Helps Out

Upon a recommendation MEHT decided to use Genesis RKeyTec and Genesis to build the new Domain and Active Directory architecture.

The creation of the new Domain and the installation of a fully optimised Active Directory using Genesis took place over the course of less than 2 weeks, using 6 days of consultancy:

- Commissioning of 2 Domain Controllers and creation of new Domain - 2 days consultancy
- Detailed analysis of MEHT requirements - 2 days consultancy
- Implementation of Genesis, addressing all MEHT specific requirements - 2 days consultancy

The above work was completed within MEHT designated timescales, including the delivery of full documentation at the final handover meeting.

For more information on how this was possible, please see over.

Microsoft
GOLD CERTIFIED

Partner

Genesis - Case Study Mid Essex Hospital Services NHS Trust

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The Basics of an Active Directory Implementation

Active Directory Installation

Most of us have this. This doesn't provide the true value of Active Directory



Active Directory Optimisation

Surprisingly few people have this, but Genesis can do this for you



Successful Active Directory Implementation

This is where we all want to get to!

What Genesis Does

Genesis will create prefabricated architecture within your Active Directory - this is achieved by running Genesis.

Once you have your base architecture in place it can be extended to suit your requirements. This is a process that can be achieved in about 3 days for a typical 500 users organisation. Including documentation.

Genesis has been proven time and again in production environments all over the world. It is this that enables us to guarantee the level of result you will achieve if you use Genesis to optimise your Active Directory.

The Benefits of using Genesis

After a Genesis Installation your Active Directory will be:

Fully Secured - the Genesis architecture brings you true role based authority and is so strong that it protects itself from the degradation of uncontrolled change

Fully Flexible - the Genesis architecture instantly fulfils the 90% of Active Directory requirements that all organisations share, and is then easily extended to realise the final 10% of requirements that are unique to your organisation

Fully Documented - the Genesis architecture complies with all the appropriate standards and best practice

How Genesis RKeyTec Helped MEHT Achieve their Deadlines

Genesis RKeyTec were commissioned by MEHT to help to lay the foundations for their new network infrastructure. This was a 3 stage process:

- Build the new Domain
- Build the Active Directory architecture
- Commission Exchange 2007

Genesis RKeyTec built the new Domain for MEHT and then installed Genesis which built the fully optimised Active Directory architecture. After this was completed another organisation built the MEHT Exchange 2007 cluster. Genesis RKeyTec then worked closely with the Exchange Implementers to integrate the new Exchange system with the Genesis Active Directory Architecture and role-based authority system. The integration was done concurrently with extending the Genesis Active Directory Architecture to accommodate the specific needs of MEHT.

MEHT have some special circumstances were slightly unusual, but that needed to be accommodated. These requirements were easily accommodated by Genesis thanks to the genuine multi-layered Group Policy that is delivered as part of the Genesis implementation.

Once the base architecture and services were in place it was possible to begin the user migration / transition from the third party management environment into the new, fully optimised infrastructure.

Nice Touch !

MEHT decided to take out a Premier Support contract with Microsoft. Microsoft asked for complete Active Directory documentation which MEHT were able to provide immediately.

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The Customer in Numbers

Customer Profile

- Population area: 350,000
- Employees: 3,800
- Available beds: 800
- Sites: 2

Hardware

- Servers 168
- Client PCs 3,000

Infrastructure

- Domains: 1
- IT Staff 12
- Other: NHS Spine

What They Run

Operating Systems

- Servers: Server 2003
- Clients: XP
- File Servers: Netware

Main Software

- Email: Exchange 2007
- Other: PACS