CROWN HOSTING
DATA CENTRES

CASE STUDY

BLUE LIGHTS

HBL ICT Shared Services has been free of major incidents since moving to Crown Hosting

HBL ICT Shared Services supports 210 GP practices, 9,000 users and 122 sites across two counties. Its two ageing data hubs were suffering bi-weekly major incidents. A secondary data centre in Crown Hosting, alongside a new primary site, has given clinicians a stable platform and ended £130,000 a week in upkeep costs.

Zero

Major incidents since the move, after bi-weekly incidents at the old hubs

£130k

A week in upkeep costs on the old data hubs, now in the past

Minutes

To resolve issues with 24/7 support, where it used to take days



HERTFORDSHIRE, BEDFORDSHIRE AND LUTON ICT SHARED SERVICES

ABOUT HBL ICT SHARED SERVICES

Hertfordshire, Bedfordshire and Luton ICT Shared Services provides IT services to the NHS across two counties, with innovative, safe and secure ways of working for clinicians and staff.

CLIENT	SECTOR	WHAT THEY USE	SERVES
HBL ICT Shared Services	Blue Lights	Secondary data centre alongside an on-premises primary	210 GP practices, 9,000 users, 122 sites

01 THE PROBLEM

It was a situation that brings sleepless nights to many IT directors in the public sector. Change was needed, and it was needed quickly.

- **Frequent failures.** Bi-weekly major incidents across two in-house data hubs.
- **Ageing kit.** Systems seven years old, in hubs with limited cooling and resilience.
- **High running costs.** £130,000 a week spent on upkeep of poorly serviced hubs.
- **Falling confidence.** Clinicians relying on the service were losing trust in it.
- **No room for another tender.** HBL was already running a procurement for another project.

02 THE SOLUTION

HBL weighed control and security of data, system requirements, cost, and a capital programme to redesign its infrastructure. It chose a new primary site of its own with a secondary data centre in Crown Hosting.

1. **Buy through the framework**
   A simple pre-procured framework with a clear pricing plan and predictable costs removed the need for a second tender.
2. **Build a new primary site**
   HBL's on-premises data centre in Welwyn Garden City was built in January 2017 and commissioned in June 2017.
3. **Replicate into Crown Hosting**
   The secondary site in Crown Hosting replicates the primary, and HBL keeps complete control of both.
4. **Scale with demand**
   Because Crown Hosting is commodity based, HBL can expand and reduce its footprint as needed.

03

THE OUTCOME

- **Free of major incidents.** A stable platform for clinicians, who can now rely on their technology on patient visits.
- **Upkeep costs removed.** £130,000 a week of maintenance on the old hubs is gone, with most equipment now under warranty.
- **Faster fixes.** 24/7 support means issues are resolved in minutes rather than days.
- **Predictable budgets.** HBL can forecast spend, control capital and negotiate harder with suppliers.
- **Data kept in the UK.** Giving HBL and the Trusts it serves confidence in their data security.

210	9,000	122
GP practices supported	Users	Sites across two counties

> "Crown Hosting offered us one simple framework that demonstrated a clear pricing plan, offered us flexibility built in, so we could grow accordingly, and included security of our site in the price.
>
> **Usman Khan**
> Head of Financial Services, HBL ICT Shared Services

IN THEIR WORDS

"With the Crown Hosting framework, we retain ownership of our data and core infrastructure, with the ability to expand at scale and pace."

Phil Turnock
IT Director, HBL ICT Shared Services

"We can now drive harder deals with our suppliers, control our capital and better forecast our spending for the year ahead, all because we no longer have the hefty maintenance we used to have."

Usman Khan
Head of Financial Services, HBL ICT Shared Services

WHY IT MATTERS

When clinicians lose confidence in their systems, patient care suffers. HBL restored that confidence with resilient capacity it controls, bought quickly and priced predictably, which matters for NHS budgets that are hard to forecast.

TALK TO US

Get in touch

If you would like to understand more about how Crown Hosting can save you time, money, carbon and energy, please get in touch with a member of our team today.

CALL 0333 207 0703 >

CROWNHOSTINGDC.CO.UK >

Single supplier of GCA RM6262

Crown Hosting has provided secure, resilient data centre capacity to the UK public sector since 2015.

No procurement necessary

Buy through an access agreement with the Cabinet Office, on terms already competed and assured.

Pay for what you use

Flexible, transparent pricing with no minimum volume commitment.

MORE CASE STUDIES

CENTRAL GOVERNMENT
Department for Work and Pensions

CENTRAL GOVERNMENT
UK Shared Business Services

CENTRAL GOVERNMENT
Sellafield Ltd

CENTRAL GOVERNMENT
Office for National Statistics

LOCAL GOVERNMENT
Derby City Council

RESEARCH
Genomics England

RESEARCH
Health Research Authority

BLUE LIGHTS
Torbay and South Devon NHS Foundation Trust