

# CNWL NHS Foundation Trust

OISG Group cures NHS Foundation Trust's ills

CUSTOMER SUCCESS STORY

## AT A GLANCE:

### Challenges:

- > Connectivity to HDS SAN was intermittent
- > Significant risk to entire CNWL operation
- > Failing incumbent support supplier
- > Multi-vendor skills required across Cisco, HDS, Falconstor, Qlogic & VMware

### Solution:

- > Immediate response from OISG Group team
- > Root-cause analysis and issues solved with in-house skills
- > Remedial work performed out of office hours
- > Additional problems located and solved

### Benefits:

- > Stress-free support contract with a reliable company
- > Confidence in proactive health-checks to maintain uptime
- > New projects for virtualised storage and DR
- > Trust in a new "technology and solutions provider"

# CNWL NHS Foundation Trust

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The Central and North West London (CNWL) NHS Foundation Trust is part of the North West London Strategic Health Authority. It covers a range of services centred around mental health and social care, including substance misuse, child and family services, eating disorders, and court and prison mental health services.

CNWL is a proactive Foundation Trust, always looking for new business opportunities. It has recently won contracts for Hillingdon Community Services and Camden Provider Services. These new contracts have brought the total number of staff within CNWL to around 5,000. The Trust has an IT Department of approximately fifty permanent and five contract staff.

David Gulbrandsen is CNWL's IT Infrastructure Manager, responsible for the Trust's networks, server infrastructure, telecoms and business applications. And he had a problem.

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Central and North West London   
NHS Foundation Trust

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# Challenges

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Located at corporate headquarters and central to the IT infrastructure is an v HDS storage area network (SAN) managed by Falconstor software, which holds the Trust's core operational data. A third party support company was contracted to maintain it. But there were problems. Continuing small issues meant that David had become unhappy with the existing situation, and he began thinking about possibly changing the maintenance provider.

Then the unthinkable happened. Connectivity to the SAN and the data it stored was lost – or at best became intermittent. It was discovered later that implementation issues were affecting the core

SAN. A separate hardware problem with a network switch was causing additional challenges. CNWL needed a solution fast; something the existing maintenance company could not provide.

Without a rapid fix there would be a major risk to the operation of the entire organisation. But this is a live system; and that means major fixes have to be done outside of normal office hours.

David knew about OISG Group. He knew that they had consultants with the necessary skillset, including Hitachi, Falconstor, Qlogic and VMware. What he didn't have was a contract with OISG Group. But this was an emergency – he called them anyway.



# Solution

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You can expect out of hours flexibility from most support companies, “but not always in the timeframe you need,” said David. “At the time, we didn’t even have a contract with OISG Group; but they were still able to provide the resource and expertise we needed when we needed it.”

OISG Group sent in a team of consultants. The consultants responded to the call and worked over a weekend. They identified the problems, put in an interim fix, and then did further work to fully resolve the problem. The crux of this issue was that the system needed an upgrade to the next version. OISG Group installed and configured the latest version of IPStor, and found and resolved other network issues at the same time.



# Benefits

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David had not been looking to save money; he'd been looking for a solution to an ongoing problem in order, he said, "to ensure the availability and integrity of the data on the corporate SAN". The previous maintenance company had lost skills in critical areas and could no longer provide adequate support. OISG Group had the required skills. It stepped into the breach at short notice and resolved the problem within David's existing budget.

Clearly a new contract with a new support company was needed. The process of supplier selection normally requires a lengthy tender process to find a suitable company able to provide the right service at the right price. OISG Group had already demonstrated that it could deliver the required expertise within the required budget.

The experience led David to contract OISG Group for future maintenance support. "Having them there, having them proactively healthcheck the systems, ensures that there are no further issues," said David. But the relationship, he adds, has moved on. He now describes OISG Group as a 'technology and solutions partner'.

OISG Group and CNWL are currently working together to upgrade the Trust's storage infrastructure with virtualisation and disaster recovery facilities.

# OISG Group in 3 words:

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## **Flexible**

OISG Group provided out-of-hours service without a contract.

## **Proactive**

OISG Group has become a technology partner, not just a support provider.

## **Skillset**

OISG Group solved problems that had defeated our existing maintenance provider.

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# OISG Group

Formed in 2004, OISG Group has grown year on year into the UK's foremost technology partner. We specialise in the complete service, from initial procurement of IT to the design, implementation and optimisation of cutting edge solutions to all requirements. Working closely with both vendors and clients, we bring unparalleled experience to all of our solutions – product knowledge and expertise are our keywords, service is everything is our ethos.

## What we do:

Infrastructure Solutions // Support Services // Managed Services // Security Solutions  
Data Center Services // IT Procurement // Financial Services // Disposal

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