

Stay connected with BlackBerry® from Vodafone

West Midlands South Strategic Health Authority

CASE STUDY



BlackBerry® gives
the freedom to
handle email on
the move



How are you?

The West Midlands South Strategic Health Authority serves a population of around 1.55 million across mixed and urban rural communities. Senior staff are now using BlackBerry® handheld wireless devices linked to Vodafone's GPRS network to keep on top of their email, communicate with colleagues and manage their diaries remotely.

The need

The West Midlands South Strategic Health Authority (WMSSHA) began work in 2002, succeeding four former health authorities covering Coventry, Warwickshire, Herefordshire and Worcestershire. The authority is responsible for developing strategies for local health services, ensuring high quality performance and that government targets for the NHS are met.

It supports the delivery of faster and better health services, and has to provide effective communications across the NHS in its area.

Executives, directors and senior staff spend a lot of time working off site, but they need to be available at all times. Until now, they have relied on mobile phones and laptop PCs to be able to keep in touch with their colleagues, but this meant they had to call in or log on to an internal system to capture email and they needed cables and landlines to get connected.

Vodafone, the strategic partner for providing mobile solutions to government departments, has put together a solution for the Health Authority that answers its needs for wireless communications.



The West Midlands South Strategic Health Authority is responsible for high quality performance and ensuring that Government health targets are met in its area.

The Authority is now using BlackBerry® wireless handheld devices and Vodafone's GPRS network, so that executives can stay in touch with their colleagues and can respond to urgent emails, wherever they are.

The solution

BlackBerry® from Vodafone gives users an 'always on', seamless and secure link to their organisation's email and calendar. The device has a unique 'push' technology that ensures electronic mail and appointment changes are directed to the user's BlackBerry®, wherever they happen to be.

There is no need to dial in or log on, and no need to try and find cables and lines at a clinic or another location they are visiting.

The solution is straightforward and can be implemented with minimal support from an internal IT department. Operating alongside the company's own server environment, users only have to manage one email address and this can be managed via the existing internal IT support and administration function.

Because the solution is based on Vodafone's GPRS network, users experience a consistent level of service and high-speed download of data whether they're working from home or travelling on a train.



Already, around 20 directors and senior staff at the Heath Authority are experiencing the benefits of BlackBerry® and GPRS. They now feel constantly connected to whatever's going on, and can keep the lines of communications open with their colleagues at all times.

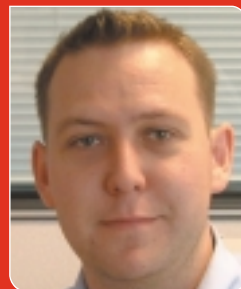
As they can deal with email quickly and easily whenever they have a few spare moments, they now respond to queries as they arise, rather than deal with a large back log at the end of the day.

The Authority's exchange also hosts the internal system of The National Institute for Mental Health, and several of the Institute directors are now also equipped with BlackBerry® devices.

Other Health Authorities, eager to find out how the wireless solution could support them, have already been in touch with the WMSSHA's IT manager, Alan Bannister, to find out more.

The benefits

- › Directors can check their diaries and email before they leave home in the mornings, to update their schedule and deal with urgent mail
- › Changes to diaries can be synchronised with PAs back at the office, so they are always up to date
- › Users are constantly within reach of colleagues and can respond to emails wherever they are
- › Users can handle their email more efficiently and deal with time-critical queries as they happen



"The Chief Executive Mike Marchment, Chairman Charles Goody, and members of their team are often working remotely but they need to be able to communicate easily with their colleagues. Now, their email goes with them and they can deal with urgent issues quickly."

AD Bannister

Alan Bannister

IT Manager for WMSSHA

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Industry Sector	
Government – Health	✓
Product	
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Vodafone Limited
Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN
www.vodafone.co.uk

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