

# Enabling better patient care through digitalisation

**Worcestershire Acute Hospitals NHS Trust (WAHT) provides hospital-based services from three main sites in Redditch, Kidderminster and Worcester. They serve over 650,000 people and have over 7,500 employees.**

Since 2014, Computacenter has been providing WAHT with technology services that cover workplace, data center, and networks. Particularly key is our support of the infrastructure which underpins WAHT's critical Electronic Patient Record (EPR) system, whilst we also provide vital 1st, 2nd and 3rd-line end user assistance through a variety of support channels.

### Clinical and digital excellence leads to healthy strategic success

WAHT's main objective is to put patients first, reinforced by a strong digital strategy which ensures the right technologies are in place to support clinicians and administrators. Computacenter is a major component of that digital strategy, delivering workplace services which empower clinicians and improve their productivity – such as our multi-channel service desk, and our TechBars which provide convenient access to multi-skilled IT experts. Our workplace devices also ensure anywhere, anytime IT support via an intuitive online portal and mobile app, whilst our data center and networking services provide rock-solid foundations to support critical systems such as EPR and the Patient Administration System.

### A partnership built on trust, excellence and a shared understanding

Computacenter continues to evolve its end user services, delivering intuitive, easy to access, multi-channel support to WAHT clinicians and administrators and powering faster, more reliable access to critical data via wireless devices. This is enabling staff to carry out daily tasks more effectively and to have issues resolved faster within their time-critical environments. Together, we are helping transform the way that WAHT delivers clinical services, enabling the Trust to reduce computing costs and to increase digital efficiency. Computacenter continues to support the Trust throughout the entire technology stack, with data center and hyperconverged infrastructure underpinning WAHT's critical systems and core applications.

“Computacenter work alongside us on a day-by day, minute-by-minute basis. Their understanding about working in an acute hospital is now embedded within the Computacenter psyche.”

**Rebecca Brown**  
Chief Digital Information Officer, Worcestershire Acute Hospitals NHS Trust

### Our partnership journey

- Implementation of electronic patient record (EPR) system.
- License consolidation and support for software services at all hospital sites.
- New flash storage infrastructure accelerates access to information for clinicians.
- Managed data center with cloud interconnectivity underpins key applications to better support critical care functions.
- Multi-channel IT support and walk-in TechBar modernise digital engagement.
- Pervasive wireless connectivity provides instant, reliable access to key systems, enabling patient and staff mobility.

**Strategic partnership since 2014**

### Breadth of engagement

**Services** Technology Sourcing  
Professional Services  
Managed Services

**Solution Areas** Workplace  
Data Center  
Networking

[Learn more about what we do](#)

