

CASE STUDY

ISD-Tech

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CASE STUDY

Service Sector: Integrated Security Systems (Technology)

Client: Leading engineering and construction management organisation (world-wide).

Overview

ISD-Tech has recently been awarded a significant multi-disciplined security contract for a new surgical centre at a NHS Trust Hospital in Surrey, by one of the world's leading planning, engineering and construction management companies. This hospital supports around 320,000 people in the surrounding area and directly employs some 2,600 staff. The hospital provides a full range of diagnostic and treatment services and has a national reputation for innovative developments in healthcare, particularly in 'patient-focused' care, day surgery and maternity services.

The Brief

The client's brief was to take over and maintain the existing integrated security systems at the Trust's new surgical centre. The existing systems had inherent problems which required immediate attention.

The System

The existing systems required full surveys and assessment before work could begin to rectify the ongoing problems. Once the issues were identified we worked closely in partnership with both the client and the NHS Trust at various levels to resolve these issues and helped to implement improvements to the procedures and pro-active solutions to future issues. Through the in-house expertise of ISD-Tech's support teams to diagnosis and rectify complex issues from database corruptions and IP network issues, we were able to return the system to a fully functional standard.

Operation

The security system now provides consistent detection, reporting and monitoring of the site and our client is very pleased with the service provided by ISD-Tech. We are currently working with our client to offer a remote support service to augment the services they provide to the Trust.

"ISD-Tech's pro-active approach and ability to identify and resolve issues in a timely manner have ensured that the security systems in this demanding surgical environment are now working correctly. With ISD-Tech's ability to offer a remote/ telephone support service this will enhance the services we can offer the Trust."

G Jones, Client