64TEQ improves Healthcare at Home clinicians' experience and efficiency by reducing tablet build time

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TRADITIONAL & MODERN IT

Case Study Overview

Company: Healthcare at Home

Country: United Kingdom

Industry: Healthcare

Customer Profile: Healthcare at Home is the UK's leading full service, clinical provider of home healthcare.

Working alongside healthcare providers and pharmaceutical companies Healthcare at Home develops innovative solutions, using years of clinical expertise to meet patients' needs to have conditions treated at home. With a team of over 1,500, Healthcare at Home cares for more than 160,000 patients a year.

Solution: Samsung Knox

For more information about 64TEQ® products and services, and to see how we can improve your business infrastructure, contact Team64:

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"I haven't experienced another supplier who puts in the amount of effort that 64TEQ did to ensure the customers' needs are met. I am confident that if I need something urgent or need expert advice 64TEQ is the go-to partner."

Chris Hollis
IT Service Desk Manager

Challenge

Healthcare at Home has a team of over 1,500 employees to care for more than 160,000 patients a year. To allow its clinicians to provide healthcare service in each patient's home seamlessly, mobile devices, i.e. Samsung tablets, play an important role. The Samsung tablets enable clinicians to carry out key activities such as visit planning, accessing and recording patient data, capturing work hours, recording mileage and synchronising this data back to Healthcare at Home systems.

When a device fails the clinician has to revert to a manual process, which affects service efficiency and clinician experience. Mobile devices are important to clinicians in treating and caring for patients so when there is device failure, Healthcare at Home has to get them a working replacement within 24 hours and where possible the same day, which is a time critical and resource intensive task.

Solution

64TEQ is a long term IT partner of Healthcare at Home, they know Healthcare at Home's business, challenges and system thoroughly. Therefore 64TEQ is an obvious solution provider for Healthcare at Home's IT needs.

Bandish Nayee, Managing Director, 64TEQ said, *"Healthcare at Home is using Samsung devices and Samsung Knox is a perfect match for its estate."* The Samsung Knox platform is built into Samsung mobile devices at the manufacturing stage. It allows Healthcare at Home to automatically enrol its 500 nurse mobile devices into Mobile Device Management (MDM) system immediately and remotely

configure and deploy devices. If there is any device failure, the MDM software will be automatically reinstalled and the user re-enrolled. Bandish continued, *"It reduces IT Service Desk's resource and more importantly it can get service restored for clinicians quicker, which means reducing impact on clinician's work and increasing time spent with patients."*

Samsung Knox consists of a highly secure platform which allows clinicians to input patient treatment data and synchronise with Sage/Microsoft Dynamic securely through their mobile devices.

With Samsung Knox, Healthcare at Home will halve the time it takes to build a tablet and opens up the possibility of re-building a tablet automatically whilst it's still with the clinician – a significant step forward which will considerably improve a clinician's experience when dealing with IT.

Benefits

Fast deployment and restoration

Samsung Knox allows enterprises to add a large number of devices to their MDM system automatically, without having to manually enrol each one. Once an IT admin registers a device with the service, the device user merely powers on the device to connect to the network and enrol to the MDM system.

Even if a Samsung Knox enrolled device is factory reset, the MDM software will be automatically re-installed and the user re-enrolled.

Easy configuration

With Samsung Knox, enterprises can remotely configure a large number of Samsung devices and tailor or fine-tune them to specific needs,

such as creating profiles with device settings, restrictions, apps, and other content, whilst enrolled devices will automatically receive them via Wi-Fi and mobile data.

Enterprises can also transform off-the-shelf devices into single-purpose devices and deliver UX that suits the business; change a wide range of device settings at the granular level and take full control of corporate-liable devices.

Security

Samsung Knox consists of a highly secure platform built into Samsung devices that lets users keep and transfer their sensitive data securely. It gives users the peace of mind to work anytime, anywhere.

Why 64TEQ

Chris said, *"We have worked with 64TEQ for many years. They can often fulfil our same-day or next day turnaround requests and I haven't experienced another supplier who puts in the amount of effort that 64TEQ did to ensure the customers' needs are met."* Chris continued, *"64TEQ are always one of the first to be engaged as they have a good understanding of our system and needs, we know that with 64TEQ's help the project will be smooth. With 64TEQ in the background, it leaves me free to be doing other tasks. I am confident that if I need something urgent or need expert advice, 64TEQ is the go-to partner."*

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