

## NHS – Directorate of Information Systems

### The Challenge

As part of their IT services, NHS DIS provide email messaging services to Health & Social Care trusts. They were experiencing reliability problems with their email system and required better visibility of component performance and availability.

In 2006 the NHS DIS in Northern Ireland commissioned Opsera to provide a system for monitoring this email messaging infrastructure after trialling several alternative solutions.

### Our Approach

Our approach was to provide on-site deployment of the Opsview system combined with training to ensure NHS-DIS staff had the expertise required in order to manage the system.

### Solution

Opsview was deployed and resulted in a measurable improvement in system reliability.

New functionality was delivered in 2007 that provides a variety of business process views of their messaging infrastructure. This allows non technical staff to get an immediate view on system status and any operational issues.

### Results

Estimated cost saving was £100,000 in licensing costs by choosing Opsview over a proprietary alternative plus additional savings resulting from the increased system reliability. Opsera provide ongoing technical support to ensure NHS-DIS continue to derive full value from their Opsview system.



### Our Client

NHS Directorate of Information Systems (DIS) provide IT services for Health & Social Care in Northern Ireland.