

SUCCESS STORY

MOORFIELDS EYE HOSPITAL

Smartner Duality Always-on Mail is used by the healthcare professionals at Moorfields Eye Hospital NHS Foundation Trust to get fast access to email and calendar when on the go. The solution lowers administrative costs and saves professionals' time while keeping them connected – enabling them to make decisions on timely information.

“Busy managers save up to an hour a day by organising their inbox while commuting or on the move,” comments Steven. “Best of all, they are able to make decisions based on timely information.”

Steven Gill, IT Infrastructure Support Engineer at Moorfields Eye Hospital

Health Care Professionals Save an Hour a Day with Smartner's Mobile Email Solution

OVERVIEW

Moorfields Eye Hospital in London, UK, is the oldest and largest specialist eye hospital in the world. One of the leading centres for eye health it treats and cares for NHS (National Health Service) patients as well as being a post graduate teaching centre and a national centre for ophthalmic research. Moorfields Eye Hospital employs over 1000 people who work on 11 sites.

SITUATION

“A lot of our senior managers are away from their desks for a great deal of time during the day either at one of our outreach sites or in offsite meetings,” says Steven Gill, IT Infrastructure Support Engineer at Moorfields Eye Hospital. “After using a Blackberry solution for some time, we were looking for a more affordable choice so that we would be able to offer this service to a larger number of our personnel. Also, we wanted a more flexible experience, which the XDAII, an integrated personal digital organiser and mobile phone, and Smartner Duality combination gives us.” In addition, Moorfields Eye Hospital was also interested to replace some laptops with XDA's since these are more cost efficient and need less IT support.

SOLUTION

Smartner Duality Always-On Mail is used by Moorfields Eye Hospital's senior managers, IT and on-call staff to access Microsoft Exchange 2003 email from their XDAII devices. The solution delivers all the benefits of real-time enterprise messaging with a very comfortable user experience and end-to-end security also accepted by NHS Information Authority.

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Keeping the total cost of ownership to a minimum, Smartner Duality can be quickly and easily installed. “The most impressive element of the consultation process and service roll out was personal service,” Steven explains. “Smartner's consultant was very helpful and we got it all working in only a few hours.”

Moorfields Eye Hospital is planning to expand the mobile email service to other email users, replacing laptops with XDA-like devices. “This would save the price of laptops, difficult and lengthy support for laptops and dial up costs,” concludes Steven.

KEY BENEFITS FOR MOORFIELDS EYE HOSPITAL

- Saves time for the personnel and helps them make better decisions based on timely information.
- Very comfortable user experience available on richer and more flexible client software than the competition.
- Fast service rollout thanks to Smartner's professionalism.
- Operates through NHSNet making the service deployment easy without the need to change corporate systems, networks or firewalls.
- Overall service control by Moorfields Eye Hospital IT department.
- End-to-end security respecting hospital's confidential information and patients' privacy.
- Affordable alternative for mass deployment answering better the needs of hospital's personnel.

SMARTNER DUALITY REFERENCE CUSTOMERS

Enterprise Customers

- Saiwa, Danone Group
- CIBC
- Warner Bros
- Schering
- MCI
- Brook Street
- Balfour Beatty
- Imagistics
- BMG
- Toyota Europe
- Moorfields Eye Hospital (NHS)

Licensee Customers

- O2
- Radiolinja
- Fujitsu
- Manx Telecom
- Sony Ericsson
- Starhub
- Swisscom Mobile
- Vodafone Italy
- Vodafone Ireland
- Telefonica
- DNA Finland, among others

ABOUT SMARTNER

Smartner delivers solutions that mobilise your desktop. A European market leader, Smartner offers an open standards solution for always-on mobile email to large, middle size and small enterprises as well as individual users. Over 50 000 customers in several hundred enterprises now rely on Smartner's mobile solutions to increase their productivity and customer responsiveness. Our goal is to further expand the range and possibility of mobile communications across the globe with intelligent and user-friendly solutions. Smartner is partnered with world class companies including IBM, Microsoft, Sony Ericsson, Symbian, Nokia, Sun Microsystems, Palm Source and Oracle.

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