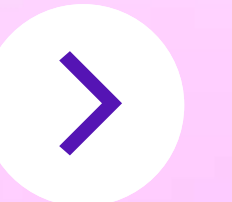




The future of collaboration solutions for the NHS

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Introduction

High patient demand and limited-service capacity have become major challenges for the NHS, especially while rebuilding services after COVID-19. Additionally, the 2027 PSTN switch-off requires change within the communication and collaboration space. Fortunately, Trusts can now leverage the PSTN switch by embracing a digital voice platform and maximising their collaboration tools.

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What challenges does the NHS face?

When it comes to implementing new technologies within the NHS, there are several challenges that should be considered due to the broad and diverse nature of this healthcare giant.

The size and scale of the NHS cannot be understated. With 1.2 million employees working in trusts across NHS England, a one-size-fits-all approach isn't suitable. Instead, it requires a more bespoke route to understand the needs and setup of individual trusts for maximum impact and cost reduction. The NHS workforce is the heart of the organisation, so any successful changes must be embraced by employees.

A properly enabled digital front door can aid the NHS by improving workstreams, which positively impact patient and employee experiences. However, failing to address the translational gap through inadequate engagement with workers could result in an unsuccessful implementation.

Harmonisation between new technology and legacy systems, on-premises and in-cloud, is key. Trusts operate across over 70 systems covering health and social care throughout the NHS. 1.5 million devices rely on these systems, including laptops, desktops, and servers.

Any changes or developments must consider this extensive network and how it can integrate with new technology. Failure to do so will prove costly, so finding a middle ground is essential, ensuring the NHS can embrace new technologies without causing unnecessary disruption.

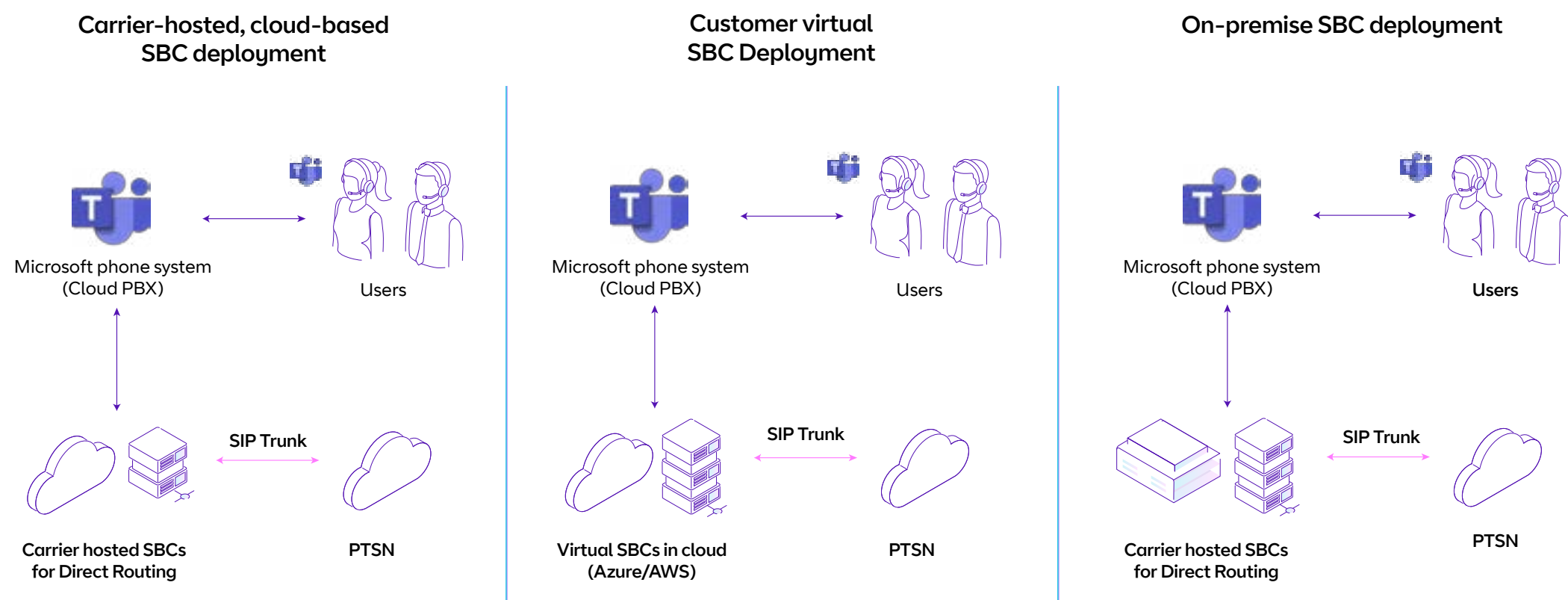
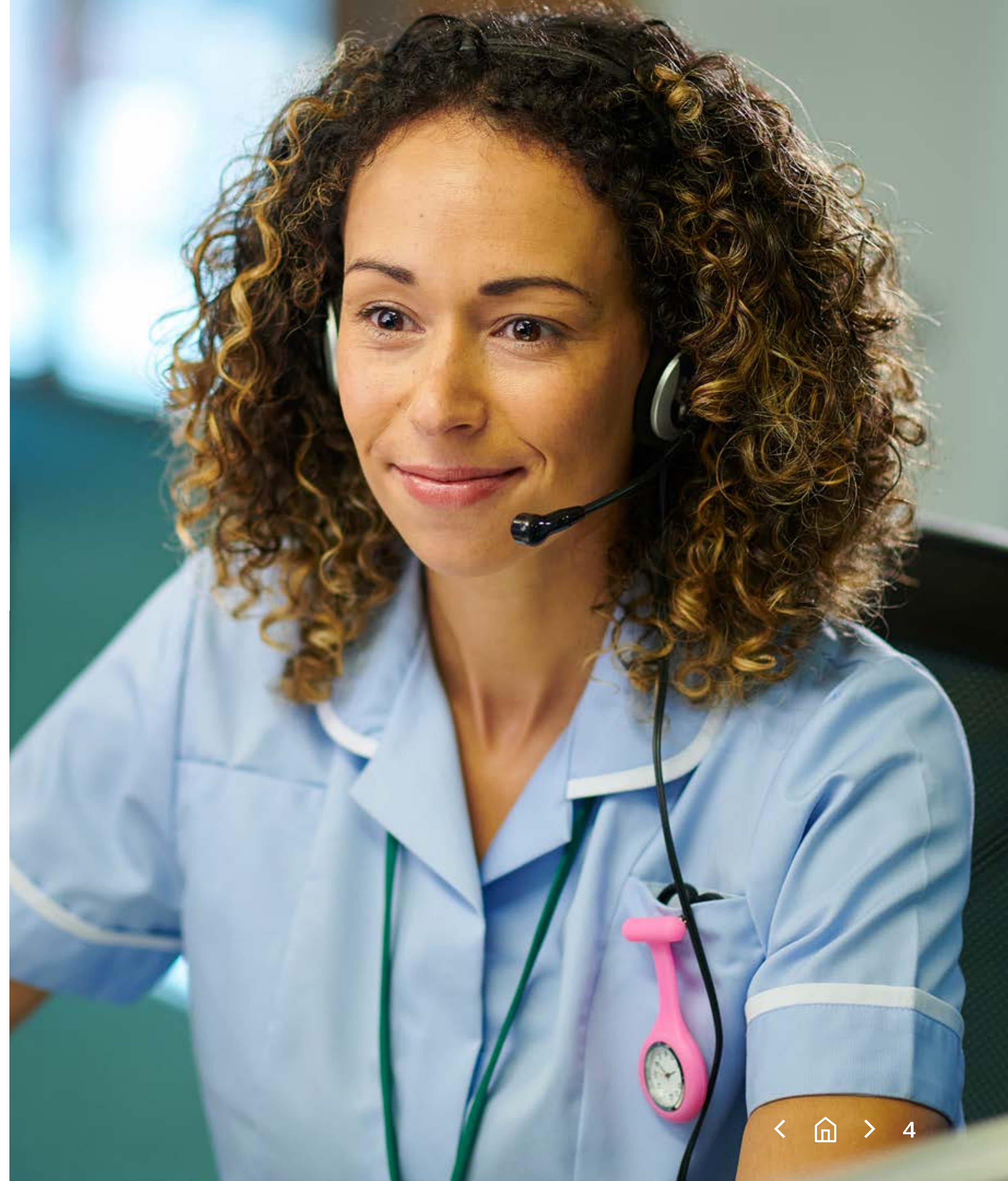
Cyber threats are always a consideration when implementing new technology, and the healthcare sector is no exception. For the NHS, with over 90% of trusts adopting electronic patient records, it's of paramount importance that sensitive patient and staff data is protected. When considering moving to an EPR system, whether on-premises or in the cloud, an environment with encryption and enterprise-grade security is strictly non-negotiable.

To maintain our nation's health, the NHS will always need to invest in technology, developing digital health on all fronts. The creation of the integrated care boards (ICB) and integrated care systems (ICS) was a significant development aimed at delivering a joined-up approach to health and care

services. A recent example of technological advancement includes the Health Cloud, a hybrid cloud solution purpose built by BT for the NHS.

In fact, collaboration between the NHS and BT is nothing new. We've been keeping critical NHS services running since 1948, including the introduction of advanced hearing aids, emergency call centres, Spine/ N3 (the national healthcare broadband network), the rapid setup of Nightingale Hospitals, and more. We recently launched health diagnostics, leveraging high quality diagnostic imaging and AI support to improve workflows and reduce wait times.

But what happens when we introduce Microsoft into the mix?



Direct Routing is built for 99.999% availability.



The digital switch and Microsoft Teams

The 2027 switch from analogue to digital is approaching, requiring us to consider next steps. The closure of Public Switch Telephone Network (PSTN) services means, for those yet to make the move, various voice solutions must be assessed to determine the best digital service for their organisation.

For the NHS, when considering the move to digital, a cloud-based service may be a natural fit. Many trusts already on the central NHS tenant are making use of Microsoft Teams, a cloud-based service will enable the use of voice services as well.

Microsoft Teams was first rolled out across the NHS in March 2020 in response to the pandemic. Since then, it's helped facilitate remote and flexible working, virtual consultations, and improved patient experience, all while offering a consistent

platform for collaboration. With Teams now widely adopted across trusts, increasing its breadth of service to connect to existing NHS phone systems is the natural next step.

The variety of technologies available can be overwhelming for even the most seasoned professional. Enabling voice is where we make our contribution as specialists, working with Microsoft to combine our expertise on a familiar platform to create the ultimate collaboration package.

What is Microsoft Teams with Direct Routing?

If you're concerned about replacing your existing PSTN phone systems ahead of the 2027 deadline, the answer may be simpler than you think. Rather than replacing a network of traditional phone devices, many existing PSTN devices can be incorporated into Teams, turning it into a complete communications tool with Teams for Direct Routing at a reduced cost.

This means you can make and receive external calls whether you're using a desk-based phone or a mobile device. Existing phone numbers can be easily migrated, and with our session layer, we can also manage short code dialling. In its simplest form, all you need is an internet connection to access the cloud. This same connection can support your voice services, operating as an all in one service.

There are a variety of different models and architectures available, all supported by our expertise and partnership with Microsoft, ensuring we'll offer you the best possible solution. NHS trusts differ depending on their requirements, so we'll work with you to identify a reliable solution that suits your exact needs. Furthermore, thanks to Teams with Direct Routing being underpinned by BT Security, can undertake rigorous and regular testing to keep the NHS safe.



Offering customers choice and flexibility is our priority, so we've ensured trusts can use their existing networks, no matter how they're configured. Whether all your buildings are networked together, you have outlying offices, workers in a variety of locations, or analogue devices on-premises, we can move you across to voice services. We've based our digital workplace around the employee experience to prioritise productivity and collaboration. While technology is an enabler, it's ultimately the people who come first.

Our close relationship with the NHS means you can be certain we'll keep you informed and help you understand the impact of upgrades, including how to mitigate risks when moving to a unified communications solution. We work with the ICS to bring everyone up to speed with new developments and updates, as well as ensuring the NHS is able to maximise the potential of our technology.

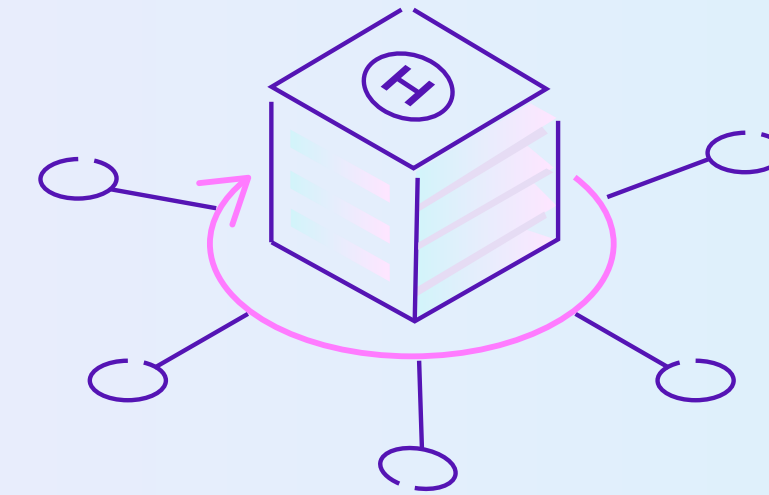
Get the full benefit of Teams with Direct Routing



- **Connect your BT PSTN phone system to Microsoft Teams**



- **Turn Teams into the complete communications tool**
- **Offers greater control and value than Microsoft calling plans**



- **Integrate with other communication tools, such as contact centre**
- **Migrate numbers and users or use BT for new deployments**



- **Get ready and prepare for an all-IP future**

What you need

Microsoft 365
licences

Microsoft
Teams



How we can help?

An approved session
border controller (SBC)

SBC
Expertise

Why BT and Microsoft?

Not every organisation is positioned to handle a migration alone. That's why we're supporting the NHS with our decades of experience across voice and Microsoft technologies. We're here to help future-proof through Teams with Direct Routing. No matter your approach, we know exactly what it takes to provide a resilient solution that can cater to the requirements of the NHS.

- Our **voice capabilities** are integrated with Microsoft Azure deployments.
- You'll never be left in the dark – our team of over 3,000 **security experts** proactively monitor our networks day and night.
- Our **User Adoption Services** enable employees to quickly learn the fundamentals of their new technology.
- With over 25 years of **partnership innovation**, together with Microsoft, BT empowers you to get the most out of your voice services.





Get the conversation started

Discuss how we can support your business and achieve tangible results

Contact us

Offices Worldwide.

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