



**NHS**  
South Central  
Ambulance Service  
NHS Foundation Trust

Switching to eSIMs

# A small change, a big difference for SCAS frontline workers

South Central Ambulance Service (SCAS) had been relying on a fleet of 2,570 iPad to keep frontline workers connected for emails, training, patient entertainment, and more. However, the roaming SIMs that powered their iPad fleet were costly, and with budgets tightening, SCAS needed a smarter, more affordable solution.

Replacing the SIM cards would have meant recalling every iPad, removing their protective covers and manually swapping out the SIMs – a massive operation that would disrupt staff and take valuable time.

With iPad supporting eSIM, BT's eSIM solution emerged as the answer. Unlike traditional SIM cards, eSIMs could be sent out remotely, meaning there was no need to physically recall the entire iPad fleet. This alone saved SCAS a huge amount of time and effort, and reduced their annual per-device cost by 64%.

The eSIM deployment also helped SCAS reconnect devices to their Mobile Device Management (MDM) system, re-enabling vital staff communication.

By the end of March 2024, the old SIMs were fully phased out, and any staff who hadn't already received eSIMs were quickly set up remotely, with an average of 3-4 devices set up each day. With BT's support, South Central Ambulance Service were able to transition seamlessly, overcoming logistical barriers and ensuring their frontline workers stayed connected and focused on making a real difference in people's lives.

“BT's eSIM technology streamlined device management in ways we never imagined. The eSIMs were deployed remotely to every single iPad in the fleet, resulting in no disruption to our workers. It also helped us reconnect assets to our system without any hassle. It was an easy transition that brought huge benefits.”

**Alex Anderdon**  
South Central Ambulance Service  
NHS Foundation Trust

**64%** cost reduction on  
device connectivity

**No physical  
SIM swaps  
– eSIMs  
deployed  
remotely**

**Seamless  
reconnection to  
the Mobile Device  
Management  
(MDM) system.**





**NHS**

South Central  
Ambulance Service  
NHS Foundation Trust

## Switching to eSIMs

# A small change, a big difference for SCAS frontline workers



South Central Ambulance Service (SCAS) had been relying on a fleet of 2,570 iPad to keep frontline workers connected for emails, training, patient entertainment, and more. However, the roaming SIMs that powered their iPad fleet were costly, and with budgets tightening, SCAS needed a smarter, more affordable solution.

Replacing the SIM cards would have meant recalling every iPad, removing their protective covers and manually swapping out the SIMs – a massive operation that would disrupt staff and take valuable time.

With iPad supporting eSIM, BT's eSIM solution emerged as the answer. Unlike traditional SIM cards, eSIMs could be sent out remotely, meaning there was no need to physically recall the entire iPad fleet. This alone saved SCAS a huge amount of time and effort, and reduced their annual per-device cost by 64%.

The eSIM deployment also helped SCAS reconnect devices to their Mobile Device Management (MDM) system, re-enabling vital staff communication.

By the end of March 2024, the old SIMs were fully phased out, and any staff who hadn't already received eSIMs were quickly set up remotely, with an average of 3-4 devices set up each day. With BT's support, South Central Ambulance Service were able to transition seamlessly, overcoming logistical barriers and ensuring their frontline workers stayed connected and focused on making a real difference in people's lives.

“BT's eSIM technology streamlined device management in ways we never imagined. The eSIMs were deployed remotely to every single iPad in the fleet, resulting in no disruption to our workers. It also helped us reconnect assets to our system without any hassle. It was an easy transition that brought huge benefits.”

**Alex Anderdon**

South Central Ambulance Service  
NHS Foundation Trust

**64%** cost reduction on  
device connectivity

**No physical  
SIM swaps  
– eSIMs  
deployed  
remotely**

**Seamless  
reconnection to  
the Mobile Device  
Management  
(MDM) system.**