



Case study – EE Wi-Fi Calling

Connecting care across Lancashire



Lancashire Care NHS Foundation Trust looks after 1.4 million people across the county. With many of its 7,500 staff working in the community, staying in touch and being able to work on the go is crucial. But mobile signal inside the trust's buildings made things tricky. The solution came in adopting EE's new Wi-Fi Calling technology.

“We've had challenges in the past, and the Wi-Fi Calling solution has meant we can get rid of those challenges.”

Mohammed-Iqbal Adam,
Health Informatics Telecoms & IPT Manager,
Lancashire Care NHS Foundation Trust

The challenge

With 7,500 staff working across the community and in 400 different buildings, Lancashire Care NHS Foundation Trust had to find a way to keep everyone connected. But the county's rolling hills made mobile signal patchy in places. And inside buildings, things became even trickier.

The trust knew staff needed mobile devices, so they'd experimented with technologies like nanocells to boost signal indoors. But with so many staff to cover, small-scale solutions weren't up to scratch. The trust needed something bigger.

“We've had a nanocell solution in some of the bigger locations,” explains Mohammed-Iqbal Adam, Health Informatics Telecoms & IPT Manager at the trust, “but that wasn't good enough for the size of the building and number of staff we had.”

The solution

The trust were interested in using Wi-Fi Calling technology, which carries mobile calls over a building's wi-fi network. But few suppliers were offering it on a commercial basis. “We had other mobile providers, but none of them were that keen to offer Wi-Fi Calling straight away,” says Mohammed, “but EE opened it up straight away.”

With EE already supplying a Data VPN and looking after many of the trust's mobiles, it made sense to use its Wi-Fi Calling solution. EE IT Managers helped the trust get their corporate wi-fi network set up to support EE Wi-Fi Calling and the whole trust was soon making and receiving calls indoors without a hitch.

Not only did Wi-Fi Calling meet the trust's demands for connecting thousands of staff across hundreds of different sites, it also saved them a lot of money. As a free service included with EE's tariffs, it meant huge potential savings compared to alternative indoor coverage solutions.

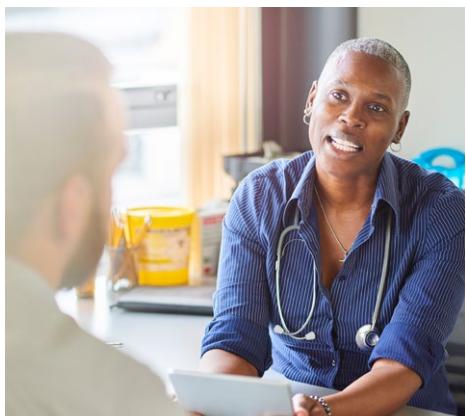
All the trust had to do was move all their staff over to 4G Wi-Fi Calling-compatible mobile handsets. All in all, they'll be rolling out up to 3,500 new devices.

The result

With Wi-Fi Calling working across the trust's entire estate, staff can make and receive calls on the move. And that's having a huge impact – from community nurses, to on-call execs.

As a community trust covering 1.4 million people across Lancashire, its community and district nurses would often spend their days travelling between patients' homes and different trust sites. Previously, this posed a problem when it came to contacting patients on their mobiles. “Now, with Wi-Fi Calling enabled, all that pain has gone away,” explains Mohammed, “they can work from any location and they don't have a problem with connecting to the mobile networks anymore.”

Seeing the impact of Wi-Fi Calling isn't hard. Especially on the trust's IT service desk. Service requests relating to problems with calls have dropped dramatically since the trust took up the technology. And that's freeing up service desk staff to focus on other projects.





Case study profile

Healthcare
7,500 staff
300 buildings
Lancashire

Challenge

With a large area to cover, including over 300 of its own buildings, the trust needed to make sure staff could make and receive calls on their mobiles. But poor indoor mobile signal was holding them back.

Solution

Wi-fi calling over the trust's corporate network meant staff could use their mobile phones to make and receive calls across every building in its estate. And it could all happen without the significant cost of installing extra equipment.

Products and services

EE Wi-Fi Calling

Senior staff across the trust are feeling the benefits of Wi-Fi Calling, too. Executives who work on-call can easily make and receive calls at home thanks to the technology working over residential wi-fi networks.

A smooth transition to Wi-Fi Calling wasn't the only thing Mohammed and his team at the trust got, either. As a long-time EE customer, it's been business as usual since BT took over the network. "The only thing that changed with the people I deal with is the BT part of their email addresses – and that's great." he says.

Offices Worldwide

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