



National Health Service (NHS)  
Lothian  
Edinburgh, United Kingdom  
www.nhslothian.scot.nhs.uk

#### Industry:

Healthcare

#### Annual Revenue:

US\$2.2 billion

#### Employees:

28,000

#### Oracle Products & Services:

Sun Storage 7410  
Sun Ray 2 Client  
Sun Ray 270 Client  
Oracle Virtual Desktop  
Infrastructure

#### Oracle Partner:

Northgate Information Systems  
www.northgate-is.com

**“Oracle’s Sun Ray thin client infrastructure has provided us with a huge raft of benefits. We have simultaneously reduced costs, improved access for our users, boosted security, and reduced technical complexity.”**

– Martin Egan, Director of eHealth,  
National Health Service (NHS)  
Lothian

## NHS Lothian Improves Staff Efficiency While Saving US\$2.4 Million with Fast, Flexible Access to Records

National Health Service (NHS) Lothian provides a comprehensive range of primary, community-based and acute hospital services for a population of around 800,000 in Edinburgh and the Lothians. It also delivers specialist services for people across Scotland, including liver and kidney transplantation, neonatal intensive care, cancer services, and complex surgery.

### Challenges

- Provide comprehensive IT services to a team of 28,000 employees dispersed across 299 separate sites within the region
- Ensure that nurses, consultants, and administrators are able to easily access the applications they need from any terminal to deliver excellent healthcare to the local and wider populations
- Reduce costs to help meet government efficiency targets to reduce overall expenditure by US\$49 million in the 2010-2011 fiscal year
- Enable consultants to work flexibly between different hospital sites for efficiency and improved patient services

### Solution

- Replaced PC-based infrastructure with up to 10,000 Sun Ray thin clients to simplify IT administration, reduce costs, and improve access to a wide range of applications
- Enabled doctors or nurses to log-in with a smart-card in just six seconds to access their application, allowing staff to quickly switch between work-stations on the hospital ward and offices, speeding time to complete assessments and update records
- Enabled critical staff to work from home during severe weather conditions, ensuring continuity of service to patients
- Stored all information securely on Sun hardware in one centralized data center, eliminating the risk of sensitive information being stolen from a PC or laptop
- Reduced overall costs by US\$2.4 million, including US\$1.6 million in reduced technical investment and US\$0.8 million on salary savings with an expected 25% reduction in support staff
- Reduced costs for electricity by US\$1.6 million per 2,000 users over a seven-year period while lowering the carbon footprint
- Reduced time to add a new workstation from up to two hours for a PC to just 10 minutes for a new Sun Ray and speeded upgrades with centralized administration and distribution