



Implementing a lifecycle approach for better patient care

Industry

Healthcare

Objective

Take a lifecycle approach in order to maintain a stable clinical environment while contributing to corporate sustainability goals

Approach

Use HPE Asset Upcycling Services and reinvest value in regular technology refreshes

Business matters

- Retired technology is processed in environmentally sound manner, compliant with corporate sustainability goals
- Data overwrite
- Value reinvested into new technology so clinicians and staff enjoy an agile, powerful, responsive computing environment

HPE Financial Services

- Asset Upcycling Services
- Overwrite of data bearing devices using 3-pass wipe



Gloucestershire Care Services NHS Trust has an important job – caring for the health and well-being of roughly 600,000 people. Part of England's National Health Service, Gloucestershire Care Services (GCS) runs the county's community hospitals, and provides an array of community and therapy services for adults and children.

With many of its 2,700 employees administering services in people's homes and various locations around the county, GCS caters to the needs of a mobile work force where connectivity and speed are extremely important. "Our goal is to provide colleagues with the most reliable technology and our patients with a stable clinical environment," explains Ben Iles, IT Operations Manager for GCS.

Also of paramount importance to Ben: safeguarding patient data and using environmentally sound practices throughout. His team partners with UK-based technology company XMA to implement a complete lifecycle approach that not only considers bringing in the right technology but also plans for regular refreshes so the Trust stays current, patient data is dealt with securely and the environment is protected.

GCS workers use a suite of HP workplace devices including HP EliteDesk Small Form Factor desktops, HP EliteBook notebooks and HP Pro x2 612 detachable PCs. And, as part of the refresh, 200 – 300 desktops and about 1200 laptops are replaced on a refresh cycle with the latest models ensuring nothing is over five years old.

In the best position for disposition

With a large number of devices being taken out of the field every year, it's essential that the IT team has a repeatable and trustworthy IT retirement strategy, one that takes into consideration patient privacy and environmentally sound processes. For that they work with HPE Financial Services, which has specialized expertise in processing end-of-life equipment, including data center, workplace, networking and print technology from almost any manufacturer.

In our state-of-the-art Technology Renewal Center in Erskine, Scotland, HPE Financial Services performs an overwrite of all data bearing devices using industry standard data wiping software and a three pass wiping format. At the end, GCS receives a certificate detailing the process and results, giving the Trust peace of mind knowing that patient data is protected, a very important factor in the highly regulated medical industry.

Once the data is erased, HPE Financial Services refurbishes the devices and then remarkets them. Experts in the field of refurbishing, HPE Financial Services is able to remarket 89% of the technology that comes to its center, leaving just 11% to be recycled in an environmentally responsible manner – and we're working to bring that down to 0%.

Turning problems into opportunities

XMA has been partnering with HPE Financial Services for years on solving end-user dilemmas around end-of-life equipment.

"What used to be a problem for our customers – what to do with equipment they no longer want or need – is becoming an opportunity," says Andy Wright, XMA Commercial Director. "Virtually every company, especially those in

public sector, have sustainability goals and their IT departments have the opportunity to contribute significantly by working with specialists to remarket equipment instead of sending it to a landfill or even recycling it. It's called a circular economy approach."

Gloucestershire Care Services is no different. According to Ben, the Trust supports environmental sustainability through a series of initiatives including reducing water usage, energy consumption and waste to landfills. "GCS is intent on reducing waste throughout the services we administer to patients and our own operations. HPE Financial Services has an excellent reputation in extending the use of devices by remarketing them which fits perfectly with our corporate sustainability objectives."

There's a financial benefit as well. HPE Financial Services employs its remarketing expertise to return value back to the owner – value that GCS can reinvest back into the business. "We take the funds from the sale of equipment and funnel it right back into the new technology. It helps us maintain an environment of the right devices for the right purpose."

For Ben, choice of vendor is important. "We use HP technology because HP is a tier one vendor with a global reputation for excellence. And we work with HPE Financial Services on the remarketing side for the same reason."

By implementing this end-to-end approach, Gloucestershire Care Services achieves a stable clinical environment which results in improved worker satisfaction and better patient care.