

How a major NHS Trust *transformed* digital experience for staff

NHS Trust DEX Transformation:
Log-On Times **Cut by 95%** with DEX Software



CASE STUDY

Telefónica Tech helped transform the digital employee experience (DEX) for hospital staff through smart, proactive device improvements that drove productivity and mitigated disruptions—empowering clinical staff to spend more time with patients. Gaining visibility across the IT estate enabled data-driven decisions that enhanced logon speed, informed cost-cutting through app decommissioning, and empowered refined workflows.

Challenge

In the busy landscape of NHS healthcare, every second counts. Telefónica Tech's team oversaw IT operations across a network of over 16,000 staff and multiple sites, making seamless digital experiences vitally important. Disruptions in IT performance directly impacted the delivery of critical services. To address these challenges—such as slow logon times and application performance—the team recognised the need for a comprehensive solution that would ensure smooth clinical workflows.



Companies with advanced IT visibility report a 50% reduction in downtime and a 60% faster resolution of IT issues.

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Solution

Telefónica Tech implemented Digital Employee Experience (DEX) software to proactively manage and optimise the NHS Trust's IT environment. This involved:

- › **Real-Time IT Visibility:** Using the DEX platform, Telefónica Tech gained a comprehensive view of the NHS Trust's entire IT estate. This visibility enabled the team to identify bottlenecks and issues, such as long logon times, slow-running applications, and underperforming devices.
- › **Proactive Device Optimisation:** Telefónica Tech applied automated fixes to common problems like low disk space and software crashes, preventing these issues from causing downtime. For instance, automatic detection of issues with Outlook's offline storage table (OST) files allowed remote resolution without needing to manually access each device.
- › **Licence and Application Optimisation:** The DEX software also identified unused applications, which were decommissioned to save costs and streamline performance. This optimisation of software licences allowed the NHS Trust to reinvest in critical areas without budget waste.

Outcomes

Since adopting the DEX software, Telefónica Tech witnessed tangible improvements in IT operations and user experience, including:



Improved User Experience:

95% Faster Logon Times: Reduced logon times from 10 minutes to just 30 seconds, boosting productivity, and enhancing staff satisfaction.



Efficient IT Operations:

Remotely resolving OST (offline storage table) file issues in Outlook using software tools, eliminating the need to manually access devices.



Cost Savings:

Detecting and decommissioning unused applications, cutting costs and ensuring compliance.



Proactive Issue Prevention:

Identifying low disk space on PCs, preventing problems, and minimising downtime risks.



Enhanced System Stability:

Monitoring application crashes, such as Windows Defender issues, ensuring reliable performance.



Hospitals that implement proactive DEX solutions experience a 45% reduction in system downtime, ensuring critical systems are available when needed.

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Driving Success in Digital Employee Experience Through Our Partnership with Nexthink Software, Recognised as a "Leader" by Gartner and Forrester.



Leading the Way in *Digital Transformation* for our Customers

Telefónica Tech unlocks the power of integrated technology, bringing together a unique combination of the best people, with the best tech and the best platforms, supported by a dynamic partner ecosystem to make a real difference to every business, every day.