

Enterprise Cloud Infrastructure Support Services Lot 3



Service overview

LHIS Enterprise Cloud Infrastructure Support Services are provided by our highly skilled team of engineers, holding degree-level qualifications and advanced industry standard qualifications (MCSEs, MCSAs, CCENT, and CCNA). These services provide infrastructure services to grow, maintain and support cloud-based services and solutions. The areas of support service provided include:

- Network management - managing and supporting LAN/Cloud and wireless networks
- Business continuity – services to plan, implement and manage resilience solutions.
- Support – resolving 3rd line technical and engineering issues.
- Architecture and design – Advising on and designing system and network topologies.

Service features

Network management	<ul style="list-style-type: none">• Local Area Network including LAN to LAN connections, remote access to LAN via VPN solution.• Cloud delivery of applications across the Cloud• Voice Communications including Agile• Provision of HSCN connectivity of sites.
Business continuity	<ul style="list-style-type: none">• Business Continuity Plan including disaster recovery.• Automated monitoring of equipment and processes.
Support	<ul style="list-style-type: none">• Act as third line technical consultants within LHIS where the Service Delivery and Desktop Support teams have been unable to resolve issues and take ownership of the incident until resolution.
Architecture and design	<ul style="list-style-type: none">• Development of strategic options.

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