

AIR WAVE Healthcare

Service Definition

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Service Definition – Airwave NHS Digital Engagement & Connectivity Services

Service Overview

Airwave provides managed digital services for NHS organisations, supporting patient engagement, staff communication, and reliable connectivity across hospital and healthcare environments. Services are delivered as fully managed, operational expenditure (Opex) solutions and include NHS WiFi, patient entertainment platforms, digital signage, and network connectivity.

Service Components

- NHS Patient, Visitor & Staff WiFi
- NHS Patient Entertainment (MyCareTV Standard and Advanced)
- NHS Digital Signage
- Connectivity Services

Key Features

NHS Patient, Visitor & Staff WiFi:

- Single SSID supporting patients, visitors, staff, and devices
- Secure captive portal
- High-availability gateway architecture
- 24/7 support

NHS Patient Entertainment:

- Live TV, catch-up TV, radio, eBooks, games
- Hospital information and messaging
- Automated clearing of personal data
- Delivery via bedside TVs or iPads

Digital Signage:

- Web-based CMS
- Centralised or site-level control
- Campaign scheduling

Connectivity:

- Dedicated leased-line connectivity
- Bandwidth options from 100Mb to multi-Gb

Benefits

- Improved patient experience
- Reduced staff workload
- Secure and reliable access



- Predictable Opex pricing

Onboarding & Support

Structured onboarding, configuration, go-live, and 24/7 support.

Security & Data Protection

Services are designed to minimise data processing and comply with GDPR principles.

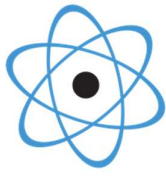
Exit & Offboarding

Secure exit at contract end with data removal.

Pricing

Pricing is provided separately in the G-Cloud Pricing Document.





WHY CHOOSE AIRWAVE HEALTHCARE?

The purchase of AV technology can be a big investment, it's important that our customers have unreserved confidence in our skillset and expertise. For your peace of mind, we encourage you to find out a little more about our company:

Experience

Established in 1995, Airwave has since installed 450,000 displays and networks within 7,500 hospitals, hotels and commercial properties. We are also the founding member of United TV, a pan-European network of companies, borne to ensure a quality standard for the installation of display and network infrastructure.

Partners

Airwave is a Samsung, Philips, LG and Sky certified partner, buying directly from each manufacturer; we are also an authorised Samsung HTV repair centre.

Price

Part of the [SCCI group of companies](#), Airwave benefit from economy of scale, an in-house financing company and the efficiencies of a nationwide network of resource and engineers. Our policy is to never be beaten on price.

Customers

We have implemented entertainment systems into 150+ NHS trusts and partner all major operators of retirement villages and care homes.

Recognising that happy customers return, Airwave's customer first ethos underpins our company ethos and has enabled our sustained growth.



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