

Application Managed Services (AMS)

Ideal Health provides comprehensive management and support for healthcare applications, ensuring they run smoothly and efficiently. Our AMS provides end-to-end support across a broad range of healthcare applications and includes everything from ensuring software is always up-to-date and performing optimally, to Service Desk support that resolves IT issues swiftly and effectively. Ideal Health is committed to supporting the critical operations of the NHS. We customise our service offering to best support your organisation's needs. At Ideal Health, we understand the unique challenges faced by healthcare providers, and our Application Managed Service is designed to address these needs, allowing you to focus on delivering exceptional patient care.

Service features and benefits

Service features

- Service Desk 1st, 2nd and 3rd line augmenting in house teams or as a fully outsourced service
- Application monitoring and alerting
- ITIL qualified Incident management including root cause analysis support
- ITIL qualified Problem management
- ITIL qualified Change management
- Patch management and software updates
- User access and role management
- Emergency incident patching
- Backup and restores for testing
- Clinical safety assessment support (DCB 0129/0160)
- Data protection and UK GDPR compliance
- Application roadmap support
- Service reporting and reviews
- In house service desk training and knowledge transfer
- Disaster recovery testing support
- FOI and data redaction request support

Service benefits

- Utilises structured best practice methods and techniques
- Allows focus to be on the core of the business
- Cost efficiency with predictable monthly costs
- Proactive management improving uptime and performance
- Flexible scalability by easily expanding or reducing overheads as needs change
- Ensuring DSPT, NHS Secure Boundary and GDPR alignment
- Healthcare first approach with a total focus on digital health
- Clinician led support bridging the gap between IT and patient care
- Results focused on reducing downtime and enhancing application usage
- Maximises understanding and use of healthcare IT solutions

Client-Side Responsibilities

- Access to the client-side stakeholders required for delivery of this service
- Access to equipment, domains and files required for delivery of this service