

The Client

NHS National Services Scotland

Sector

Healthcare

Location

Scotland



"We were delighted with Capito's turnaround time and the overall efforts of the team to go above and beyond, especially during such an unprecedented national crisis.

Having them take care of the complicated logistics of organising home deliveries was immensely appreciated and Capito's on-site engineer integrated seamlessly into our team.

Capito's coordination, effective communication and professional conduct went a long way in taking a huge weight off our shoulders, allowing us to focus on other priorities."

Customer Services Manager
NHS National Services Scotland

The Background

NHS National Services Scotland (NHS NSS) is a Health Board which provides advice and services to the rest of NHS Scotland. Accountable to the Scottish Government, NHS NSS works at the heart of the health service, providing national strategic support services and expert advice to NHS Scotland.

As part of their activities relating to the COVID-19 pandemic, NHS NSS were seeking a reliable partner to support their strategic device refreshes as part of a change in their service operating model, mainly to enable office-based staff to work from home. This included some specific programmes, such as the mobilisation of track and trace agile workers.

The Solution

With many years' experience in the NHS and Healthcare sector, Capito was a natural fit for NHS NSS.

NHS NSS extended their SCCM image environment into Capito's ISO 27001-accredited staging centre to support these activities.

Capito provided a flexible and reliable solution to image, asset tag and deliver over 2,000 devices across 2020.

The Outcome

This project had complex logistics involved. This included fulfilment services to pick, pack and bundle agile worker packages for track and trace workers. These packages were then distributed direct to geographically-dispersed users at their own homes.

As a result, we were able to take a significant amount of work away from NHS NSS at a time when they needed to focus on high priority projects, such as getting vaccination centres up and running.