

CASE STUDY

BIRMINGHAM WOMENS
HEALTHCARE TRUST



24/7/365/forever



MDS GOES ABOVE AND BEYOND THE CALL OF DUTY

MDS Technologies continue to demonstrate outstanding commitment to clients after Birmingham Women's Hospital declared the data centre specialist had exceeded expectations and gone well beyond its remit.

Birmingham Women's Hospital is one of only two Trusts in the country dedicated to women's healthcare. When MDS undertook a contract to host and manage the hospital's website and content management system in 2004, it had a real challenge on its hands.

"We were looking for more than just hosting for our website, what we needed was a company that was capable of hosting our website and the system that runs it," said Emma Barton, Web Development Manager at Birmingham Women's Hospital.

What complicated this usually straight forward request though, were the extremely strict security protocols put in place by the NHS.

"With higher security considerations than most organisations, what we needed was a company that could help us work around these and allow us maximum freedom and flexibility to make daily changes to the website – MDS provided this and much more."

Explaining how MDS facilitated Birmingham Women's Hospital's requirements, Phil Dawson, MDS' MD, added: "In a normal set-up of this kind, every change made to a website at the client's end would be copied across to the user-facing website using an online application, both of which are hosted at MDS. However, stringent IT security meant changes were unable to be made in this way.

"Consequently we developed a system where changes made to the website at the hospital's end are automatically replicated, saved and written to the site via an automated FTP process. This process updates the changes at our end every 15 minutes."

As Emma stressed: "It wasn't just a case of plain web hosting or database access – we really did need quite a lot more from MDS."

Because of the complexity of the job however, teething problems were to be expected, but Emma explained that this is where MDS came into their own.



“In the early days of setting the system up, we had a problem with the replication process of the log-files, for example. We were unable to figure it out but MDS had a look at it and sorted it out for us – they really went over and above what we had asked of them.

“What’s more, when I went on maternity leave, MDS simply filled my role as Data Base Administrator, which was very impressive.”

Summarising the hospital’s relationship with MDS, Emma concluded: “They have always been extremely professional and very patient - everything runs smoothly and quite frankly, we’ve found them excellent”.