



## MICROSOFT TEAMS BECOMES VIRTUAL WAR-ROOM FOR GUY'S AND ST THOMAS' TO HELP TACKLE CORONAVIRUS

In response to the coronavirus pandemic, we recently helped Guy's and St Thomas', one of the largest critical care hospitals in London, deploy Microsoft Teams in just 94 hours. This is now being used by their Intensive Care Unit (ICU) for mission-critical communications, for collaboration and for up-to-the-minute planning. It will ultimately help to ramp up their capacity by 700% - including staff, beds, and life-saving ventilators.

### **THE CHALLENGE - A CRISIS LIKE NO OTHER**

The coronavirus pandemic is a crisis like no other. In this situation, it is vital to limit the risk of infection by everyone remaining socially distant.

### **TEAMS BECOMES VIRTUAL WAR ROOM FOR GUY'S AND ST THOMAS'**

In effect, Teams has become their virtual war-room. It offers their Executive and clinical teams the power to communicate en-masse, at speed, and to plan and monitor resources minute-by-minute - all remotely and without risk of spreading the virus.

Within just 94 hours, the entire ICU expansion team was enabled on Teams. It has become a vital, centralised, crisis communications & planning tool for over 6,000 clinical and support staff.

It is also helping their ICU team communicate securely with the outside world, including other acute trusts, GP surgeries and teams in Social Care.

And because Teams is available on all mobile devices, staff can now stay in constant contact while carrying on critical medical or planning tasks.

## TRACKING AND MONITORING VITAL RESOURCES VIA TEAMS

Teams has provided the dynamic and agile collaboration and communications tool they needed.

Instead of disparate files and multiple conversations, files are shared, co-authored and structured within Teams. Conversations take place in context and in real time. This makes sure everyone is on-the-same-page, with less room for error. It will help the ICU team achieve key planning and operational tasks over the next few months. These include:

- Ramping up capacity by 700% (from 50 beds to 400)
- Tracking and monitoring vital resources such as beds and life-saving ventilators
- Training staff drafted in from other areas or being re-enlisted from retirement (this is critical to support the influx of patients into critical care.)

This hospital is at the “front-line-of-the-frontline” and has been dealing with cases since the coronavirus first began. This is an incredible example of what can be achieved in a very short space of time when everyone pulls together. Not only by the incredible teams and staff within the NHS, but by us all.



### GARY MCALLISTER, CTO AT GUY'S AND ST THOMAS'

“CANCOM has supported the Trust to deploy Microsoft Teams at a time where we are under unprecedented pressure due to COVID-19. Teams is allowing all of our staff to work and communicate more effectively at a time where personal contact is limited. Feedback on Microsoft Teams from all areas of the Trust has been positive and we look forward to leveraging the platform as it evolves in the future.”

## SOLUTION OVERVIEW

### Phase 1 – Teams Rapid Response

- Crisis Use-Case Planning
- Best-practice technical configuration
- Governance & Data Sharing Set-Up
- Structured Set-Up for Key Users (e.g. Planning, Training, Executive Communications)

### Phase2 – Follow Up

BAU Use Case Scenario Mapping including full planning, design, deployment, testing and training

### Technologies:

Microsoft Teams | O365 security & compliance tool set | Office 365 via Azure UK Data Center

Speak to one of our Experts today on **0845 605 2100** or email **info@cancom.co.uk**