



How we support healthcare integration in the NHS

Managed integration services help ensure that different health IT systems work together to streamline processes and exchange data effectively, which can help to improve patient care and outcomes for the NHS.

Optimus IT Infra has a deep understanding of integration engines and interfaces in healthcare. From the latest in cloud technology to legacy systems in use across the NHS, Optimus can provide high-quality integration support.



About our managed integration service

The Optimus team possesses deep insight into the full range of healthcare integration engines, including the InterSystems Suite, the Oracle SOA Suite, and Rhapsody, Cloverleaf, JCAPS, eGate, Mirth, MuleSoft and others. This experience enables us to provide the best possible support for our clients.

Current activities include a Cerner PAS and EPR migration, Trust Integration Engine (TIE) migration, live monitoring and support for TIEs, and further support for health integration exchanges and document sharing.

Through every piece of work, we look to demonstrate our values of being transparent, client-led and results-driven.

“Optimus is a reliable and trusted partner who have consistently delivered. In collaboration with our internal teams, they are an integral part of our cloud migration programme supporting us with our system integration projects”

Matthew Kybert

Deputy CIO for System Solutions at Imperial, Hillingdon and London North West NHS trusts



Spotlight on Managed Integration Services at Imperial College Healthcare NHS Trust

Since 2016, we have provided managed integration services to Imperial College Healthcare NHS Trust, which delivers acute and specialist healthcare in northwest London for 1.5m people a year.

As part of our managed services contract, we provide Imperial with design, development, maintenance, interface monitoring and support for Oracle SOA Suite 11g and Oracle Suite 12c using Healthcare Adapter and InterSystems HealthShare® Health Connect™ Integration Engines. We manage between 100 to 150 interfaces across 35 systems and support versions of HL7 and more.

Optimus thrives on being seen as a partner to the trust, and we dedicate ourselves to helping the smooth running of the organisation's services. Our extensive support looks to demonstrate this.

Our monitoring and support services

24x7 proactive interfaces support

We provide proactive interface monitoring 24/7 and aim to resolve issues before users become aware. From investigating errors with patient appointment messages or updating relevant data, we identify and resolve problems quickly to ensure minimal disruption.

Monitoring and resolving failures

Optimus takes a hands-on approach to issue resolution. We will make or recommend the necessary changes to interface engines to resolve data loss, interface shutdown and webservice communication issues, helping to avoid business delays or disrupt contract negotiations. Our transparent and systematic process ensures that any issues – such as incorrect message content or network connectivity problems – are notified to trust staff and addressed as quickly as possible.

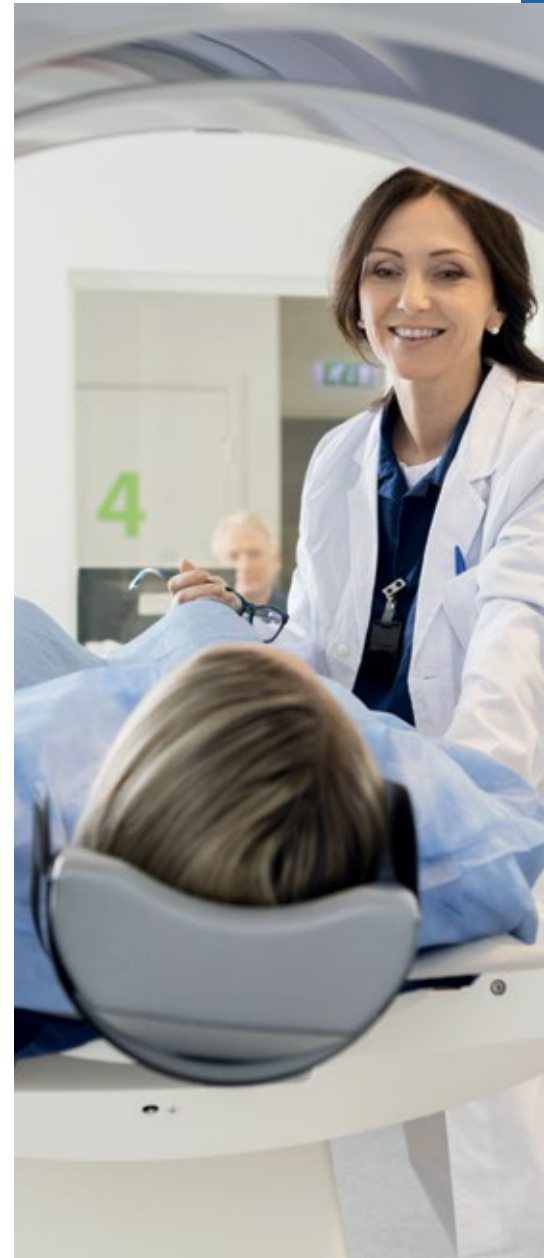
Performance monitoring

Oracle SOA Suite is a complex integration engine that needs to be maintained regularly. Optimus proactively ensures the system's optimal performance, fine-tuning the engine at peak load times and conducting regular database maintenance.

“Optimus undertakes its own rigorous testing and understands how systems are used within the organisation. The thorough testing provision saves significant time when conducting upgrades and changes.”

Rakesh Palicharla

Head of Managed Integration Services and Testing at Imperial, Chelsea and Westminster, Hillingdon and London North West NHS trusts



Environments management

Optimus manages multiple environments at Imperial. We maintain the trust's connections to test environments of third-party clinical systems and databases, including Cerner and pathology and radiology systems. We also manage the production and non-production environments of SOA Suite and InterSystems HealthShare® Health Connect™. We ensure that test environments are in sync with the production environment and connected to the relevant integration engine. Typical tasks include software and hardware installation, creating and cleaning network connections, patch management, and regression testing.

Remedial plans and testing

Once we have identified a problem, we will implement remedial plans to eliminate or reduce the chance of the issue happening again. We do this in a test environment to ensure the failure has been resolved and works as expected. Then we let users know of potential downtime while we deploy the fix and monitor performance once live so that systems work as expected.

Management of trust staff

Optimus ensures that Imperial's IT team members are using and developing the right skills in interface, database and system support. We supply additional resources and support trust staff by assigning work relevant to their skillset and areas of interest, tracking progress, and providing feedback on solution designs, analysis and technical documentation as required.

Service meetings

We are transparent and accountable to the trust and analyse and review service performance through monthly service meetings. Metrics, including defects, milestones and test cases, are discussed, and a score produced for key performance indicators (KPIs) and service level agreements (SLAs).



"The Optimus team provide technical expertise and guidance where necessary. They always look at what's best for the client rather than seeing each issue as an opportunity for further work."

Rakesh Palicharla

"Optimus will proactively identify any issues with our systems and will often resolve any problem before we are aware of it ourselves. This is a game changer for us."

Rakesh Palicharla

Contact us

At Imperial, we look to demonstrate how our expertise and specialised knowledge can help the NHS ensure that integration systems are implemented and maintained to the highest standards.

Contact us to see how the Optimus team can deliver high-quality managed integration services for your NHS trust.

020 3609 8831
info@optimusit.co.uk
www.optimusit.co.uk