



Integrated Directory Services



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Supporting NHS electronic communications



With high profile IT projects such as the national electronic mail and directory service (Contact), the spotlight is now firmly on improving the accuracy and timeliness of NHS communications. Reducing the plethora of paper and the costly care delays due to inaccessibility of patient notes has long been a critical need across the Service. Indeed, the National Programme for Information Technology (NPfIT) sees electronic communications as pivotal in any future vision of integrated healthcare in the 21st Century.

Using email, fax or telephone without an up-to-date directory service is like steering

a ship without a rudder - at best it is a hit and miss affair. With the introduction of any new technology to a sceptical audience early success is vital. The current low buy-in to the national email project has reflected this and fallen foul of this critical idiom. BDS Solutions is acutely aware that the full power of interpersonal messaging cannot be unleashed without a current, searchable address book or directory covering the complete health and care community. At BDS we have produced the Integrated Directory Services (IDS) portfolio that is the lynchpin of instant communications and can be the difference between full service utilisation and minimal uptake.

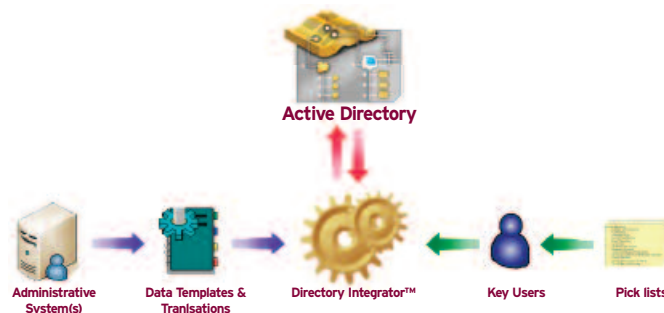
Enabling cross community communications

With more than 80% of all communications being between local care professionals across a natural community, the issue of giving maximum access to a usable, integrated address book or directory service is a very pressing local problem. Increasingly Government requirements are for continuity of care across the community, with health professionals conferring on care to be administered, and the allocation of prime responsibilities for the delivery of that care.

single, quality assured, point of reference; within which all key organisations can be represented from Social Services and Local Government agencies, to Mental Health workers and Voluntary Service organisations. In the Trust domain the

database can be integrated - cross departmentally, with Nurses, Dieticians, Occupational- and Physio- therapists for example, and across external address books such as GPs, Alternative Therapists, self help support groups... and even the Police if necessary.

A key component in the BDS Solutions portfolio - **Directory Integrator™** - ensures all relevant contact databases can be aggregated to form one



▲ Contact databases aggregated into one

Directory Integrator's powerful simplicity also allows the content management and verification of any changes to be delegated locally to non-technical users. This not only reduces the reliance on hard-pressed technical staff but also places the ownership of content firmly where it belongs - with the users.

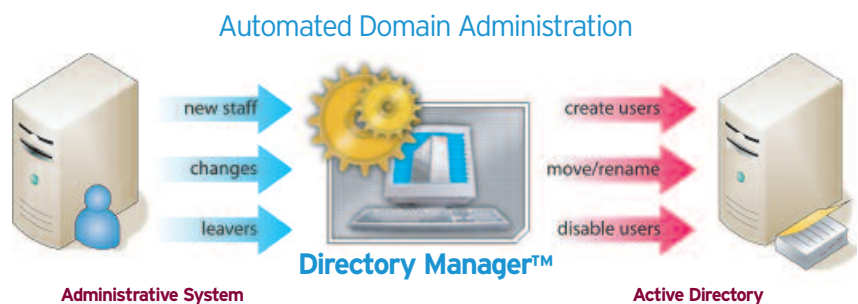
THE LAUNCH OF BDS
SOLUTIONS NEW STATE-OF-
THE-ART PORTFOLIO OF
INTEGRATED DIRECTORY
SERVICE PRODUCTS HERALDS
A NEW ERA IN DIRECTORY
SERVICE MANAGEMENT

Keeping pace with change - a permanent need

The NHS is a vast organisation that is constantly changing with staff turnover at its highest in the South of England. Structures change according to the Government in post, organisational hierarchies change to reflect national priorities, mergers take place to meet financial expediencies and care practices change to keep pace with the latest medical advances. Keeping a directory database up-to-date can be an extremely time consuming job.

BDS Solutions can not only integrate disparate data sources, but can also automate the updating and the

administration of this core information saving organisations vast amounts of unproductive time and effort. With **Directory Manager™**, the latest information on starters, movers and leavers can be extracted automatically from Human Resource or Payroll systems, which are commonly accepted as the most current source of employee data. This can be combined with national reference tables and locally customised databases to form a comprehensive, single, quality assured, information source for email addresses, job roles, departments, clinical specialties, postal addresses, fax, pager and phone details...



Out-of-date vs. Up-to-date

Since the retirement in September 2003 of the national Address Book Synchronisation (ABS) service, there has been no central service for the supply of up to date address information. This has left healthcare organisations with data that is more than 12 months out of date and local ad hoc updating has produced a very patchy scenario. Even with Contact promising an 'email address for life' - at some point in the future - this does not

solve the core issue of data accuracy and still does not take into account: leavers, international secondment of nurses and doctors into the UK, non-NHS staff, affiliated care workers and much more. The National Directory Service will rely heavily on local contact information to keep its records up-to-date. With the understanding of the old adage - Rubbish in: Rubbish out - accuracy and completeness of contact data is a crucial local responsibility.

The National Directory Service

With products from the IDS portfolio populating well in excess of 102,000 entries on the National Directory Service and providing c.10% of all connectors and directory submissions currently in place, BDS Solutions has an impressive pedigree of successful installations. These range from individual organisations to full community-wide solutions with Shared Service providers.

Whilst establishing a single, integrated contact database to meet local and regional needs provides a powerful immediate incentive, meeting NPfIT integration targets and being able to feed this information to the National Directory Service creates the external driver that maintains the momentum. The launch of BDS Solutions new state-of-the-art portfolio of Integrated Directory Service

products heralds a new era in directory service management. It facilitates the needs of the rapidly emerging National Directory, whilst also ensuring local benefits are maximised.

WE ARE FIRMLY IN AN ERA OF
INSTANT COMMUNICATIONS AND
GET FRUSTRATED IF WE CANNOT
GET IMPORTANT INFORMATION
THROUGH TO A COLLEAGUE
ANYWHERE IN THE COUNTRY
WITHIN MINUTES

Microsoft® - Partner of choice

With Microsoft now fully entrenched as the partner of choice for desktop applications for the next nine years, it is imperative that any email or directory service can support Microsoft applications and in particular Microsoft Outlook®, which seems very likely to become the standard email client throughout the NHS. Indeed, with such entrenchment, Microsoft Active Directory® also seems set to become the standard directory database of choice. BDS Solutions is one of the few privileged companies to have achieved Microsoft

Gold Partnership status and the company's lead products and services have Microsoft Active Directory at their core.



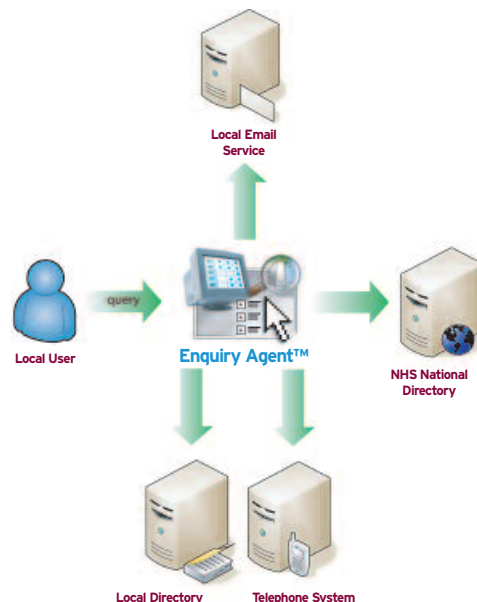
Proven solution for instant communications

The Integrated Directory Service portfolio is a complete, proven solution, which enables organisations to build and manage local and community directories. It enables organisations to populate these directories with enriched, quality assured data that has been integrated from all existing data sources whilst also feeding the National Directory with this composite data.

Enquiry Agent™, an integral part of the IDS portfolio, provides a single user interface to enable staff to search multiple directory services - such as the National Directory and enriched local directories - simultaneously, in real time. This ensures contact details for all colleagues, including remote workers, are accessible in seconds.

We are firmly in an era of instant communications and get frustrated if we cannot get important information through to a colleague anywhere in the country within minutes. With the IDS portfolio there's no time spent rummaging for an

old address or telephone number; instant really does mean instant. With IDS, joined-up healthcare really can become an operational reality.



▲ Enquiry Agent provides single user interface



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