



3E Europe Case Study



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Software as a Service



HIGHLIGHTS:

- Specialist developer of solutions for highly-regulated industries like healthcare, social services, education & local government
- CIRIS application supports clinical governance for radiological imaging service teams within UK healthcare sector
- Managed Windows 2000 web server environment
- 24x7 monitoring & management of the Software as a Service solution

Software Enabled as a Service For Clinical Governance Application to UK Healthcare Sector

When specialist software developers 3E Europe wanted to move their CIRIS clinical governance application from desktop PC deployment onto the internet, they turned to NaviSite to set up and manage the systems that they would need.

NaviSite was able to deliver the environment along with industry-leading internet security protection to meet 3E Europe's specific needs.

3E Europe, Ltd is a Cambridge-based business specialising in the development, customization and operation of regulatory platforms. Its products and services provide state-of-the-art solutions for the continuous improvement of organisations and professionals within highly regulated industries such as healthcare, social services, education and local government.

3E's most significant development is a collaboration with the Royal College of Radiologists and the Society of Radiographers to develop a modern total quality management system for clinical imaging, called CIRIS. Through these institutions, 3E has developed good links with the Department of Health, who have provided the funding for much of the development.

CIRIS is a professions-led membership programme for delivering clinical governance to radiological imaging service teams within the UK healthcare sector. Originally developed as desktop software that is installed within hospital premises, CIRIS has been migrated into an internet-based application to allow for quicker updates and faster expansion.

Moving To The Internet

"The problem with desktop software is the need for someone to be in attendance whenever it requires updating," said Keith Grimsey, Senior Software Developer, 3E Europe. "With customers in 60 NHS Trusts and two updates a year, this was working out to be very expensive for us and was limiting our ability to add more customers."

Migrating the software from a PC-based to a web-based service was well within the skills of 3E's staff, but providing a secure, scalable infrastructure platform fell outside of their core expertise.



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"With the system hosted by NaviSite, we are sure that we are providing a best-in class service to our customers. That has given us the confidence to look into building similar systems for other highly-regulated professional areas. NaviSite really has made a positive difference to our business."

-Keith Grimsey,
Senior Software Developer

"Moving CIRIS into the internet environment was taking us into technical areas where we really didn't feel that we had enough experience," continued Grimsey. "Server design, bandwidth management, internet security and 24x7 operations were all new concerns for us, and we wanted to be sure that we got them right."

3E Europe decided that the best route forward would be to outsource to NaviSite the server management for the Internet version of CIRIS to NaviSite.

"We had tried talking to a number of hosting providers, but felt that NaviSite really stood out," said Grimsey. "NaviSite was the only one who actually listened to what we wanted and designed a solution to fit. That gave us a great deal of comfort."

Pulling Out All The Stops

A 12-month contract was quickly signed for managed services. "Once the contract was signed, NaviSite pulled out all the stops to get the systems up and running in time for an important exhibition," continued Grimsey. "As a result we were able to launch the Internet version of CIRIS at the UK Radiological Congress."

About NaviSite

NaviSite provides IT hosting, outsourcing and professional services for mid- to large-sized organizations. Leveraging a proven set of technologies and extensive subject matter expertise, we deliver cost-effective, flexible solutions that provide responsive and predictable levels of service for our clients' businesses. Over 900 companies across a variety of industries rely on NaviSite to build, implement and manage their mission-critical systems and applications. NaviSite is a trusted advisor committed to ensuring the long-term success of our customers' business applications and technology strategies. NaviSite has 14 state-of-the-art data centers and eight major office locations across the U.S., U.K. and India. For more information, please visit www.navisite.com.