Crescendo Systems Ltd. Case Study

MLL Telecom has connected Crescendo Systems Ltd. to HSCN, making them the first organisation to gain access to the Health and Social Care Network.

Crescendo Systems is a leading supplier of Digital Dictation, Speech Recognition & Clinical Documentation solutions designed specifically for the Healthcare market. Over 3,000 healthcare facilities rely on Crescendo's solutions to streamline their voice and documentation workflows to improve turnaround times and reduce associated administration costs. When one of Crescendo's premises was moving to another location and N3 connectivity was no longer available to purchase, it was imperative to get connected to the Health and Social Care Network as soon as it was available.

MLL Telecom provided the circuit and installed and connected the router.

HSCN testing was carried out and Crescendo's terminals were connected to the router. Crescendo was then able to carry out its own testing to its client systems and go live on the HSCN.

The MLL Telecom engineer handed over the circuit to the 24 x 7 x 365 MLL Network Operations Centre (NOC) in Marlow where the service will be proactively monitored for availability and performance.

"We chose MLL Telecom as our HSCN partner in July 2017. MLL Telecom arranged for our HSCN circuit to be delivered in line with the HSCN network going live. There was virtually no downtime which meant our clients and user base were not interrupted by this switch over and we have had nothing less than 100% reliability since the new HSCN connection went live. We found MLL Telecom to be open and honest and would gladly recommend their services."

John Bendall, Operations Director at Crescendo Systems.

"The first connection to the new Health and Social Care Network is a critical milestone in the journey towards patient centred care. Fundamental to this success has been the excellent collaboration between the telecoms industry, customers and NHS Digital. We now look forward to more organisations taking advantage of the innovation, cost savings and enhanced security capabilities of the network and to creating a thriving market for network services in health and social care."

Dermot Ryan, Director of the HSCN Programme at NHS Digital

HEALTH & SOCIAL CARE NETWORK COMPLIANT

CRESCENDO SYSTEMS
Digital Dictation • Speech Recognition

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