

# CASE STUDY

## PEMBROKE CENTRE



In 2022, The Confederation, Hillingdon CIC, faced increasing challenges with their incumbent IT provider and current site, including service limitations and lack of long-term scalability. Recognising the need for a more reliable and experienced partner, the CFO led a strategic review of IT support services and selected Blueteq, a provider with over 20 years' proven expertise.

The transition to Blueteq was completed smoothly within a few months, with minimal disruption to day-to-day operations. Today, Blueteq is firmly established as The Confederation's preferred IT partner, delivering dependable support, improved service efficiency, and a strong foundation for future digital initiatives.

### BUSINESS CHALLENGE

The Confederation sought to establish a community health hub to deliver a wide range of local health services, alongside extended-hours primary care appointments for residents in the Hillingdon neighbourhood.

Mead House was initially identified as a suitable location; however, the site was not digitally fit for purpose, lacking the infrastructure required to support 14 clinical rooms and reception areas. After two years of operation, the council (as landlord) issued a lease termination notice for Mead House, which was scheduled for redevelopment. As a result, an alternative site—the Pembroke Centre—was identified. To ensure continuity of care, a rapid migration of services and digital infrastructure was required, with no loss of service during the transition.

### APPROACH

The Blueteq team conducted a comprehensive digital requirements site survey for the Pembroke Centre, covering all aspects of infrastructure including desktops, monitors, laptops, cabling, Wi-Fi, software licences, and ongoing support and maintenance.

A dedicated Blueteq Project Manager was appointed to oversee delivery, holding regular check-ins with the Hillingdon team to ensure the project was completed on time and within budget, with no disruption to clinical services.

Following confirmation of the lease termination notice, Blueteq successfully migrated all newly installed digital infrastructure from Mead House to the Pembroke Centre. This transition was again achieved on time, within budget, and with no impact on services.



## RESULTS

The Pembroke Centre was fully equipped with the necessary digital infrastructure, enabling the delivery of additional services across 14 clinical rooms. The site now operates Monday to Saturday, from 9:00 a.m. to 8:00 p.m., supporting extended access to care for the local community.



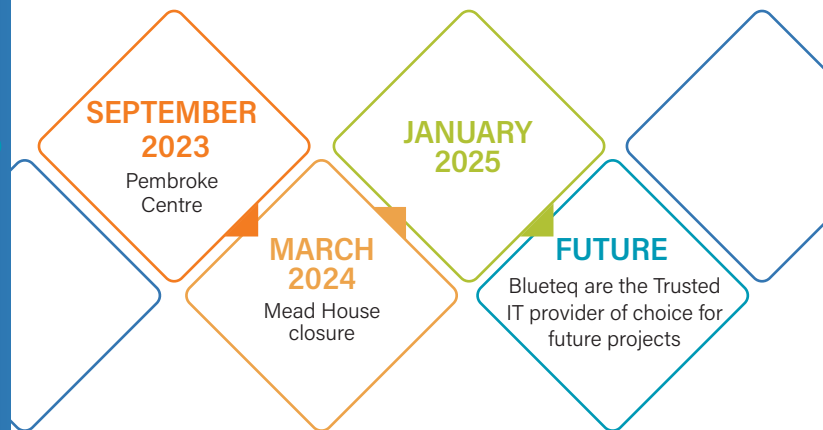
## CONCLUSION

Delivery of the project was perceived as being 2+ years if the service was implemented by the incumbent IT provider. Blueteq support this over a much more condensed timeline.

“ Blueteq have been an invaluable partner in supporting our fast-moving organisation. They consistently deliver creative, sustainable, and scalable digital solutions, even at short notice. Their proactive approach, ability to negotiate across multiple stakeholders, and unwavering ‘can-do’ attitude have ensured our staff and clinicians benefit from systems that truly meet their needs. We have found Blueteq to be supportive, innovative, and a trusted supplier who adds real value. ”

Meryl Grung - Corporate Services Manager

## TIMELINE



## PROJECT TIMELINE

- Initial Setup of Mead House by NHS NWL IT. Site established but lacked scalable digital infrastructure.
- Confederation Board approached Blueteq to establish IT infrastructure.
- Site Survey & Planning: Blueteq assessed connectivity requirements.
  - Hardware/services quote provided: 16 workstations (14 clinical rooms, 2 reception).
  - Equipment included switches, monitors, and desktop PCs.
  - Blueteq PM engaged at site meetings, coordinating with suppliers such as Redcentric.
- Installation & Snagging
  - Installation completed in 2 days by Blueteq engineers.
  - Follow-up meeting held to review and resolve snags.
- Clinics commenced successfully, but the need for upgrades was identified: HSCN connectivity, router switches, wi-fi.
- Lease Termination Notice for building redevelopment necessitated migration to new site.
  - Pembroke Centre needed connectivity for 6 clinical rooms plus reception, operating Monday–Friday, 9am–5pm.
- Lift & Shift Migration
  - Blueteq facilitated rapid migration at short notice.
  - Delivered on-time and on-budget within an accelerated 3-month notice period.
  - No disruption to IT infrastructure or support.
- Future-Proofing: Additional work undertaken to future-proof Pembroke Centre to ensure scalability and resilience for ongoing clinical and operational needs.

## CLIENT BENEFITS:

- Expedited delivery of the digital infrastructure
- No loss of clinical services to patients and patient care due to unexpected closure of Mead House
- Reduced property charges (rent & utilities)
- Centralised services provision. Previously 5.1 miles difference between the two sites
- One service provider to project manage, procure, install, support, and deliver project on time, within budget

