



**KCOM**

**HSCN**

**Improving health and care  
through better connections**

## A modern network for a modern health service

The Health and Social Care Network (HSCN) is the new data network for healthcare organisations, from NHS Trusts, doctors' surgeries and pharmacies to private care homes and healthcare suppliers.

It aims to transform health and social care services by allowing organisations like yours to access and share information more securely and efficiently.

Replacing N3, a private network provided by BT, HSCN uses peering to create a network of networks, which organisations like yours can access via a competitive marketplace.

If you want to share and collaborate with ease across the health and care sector, you'll need a connection to HSCN.

### Benefits include:

- > Better collaboration
- > Standardised networks
- > Cheaper and faster connectivity options compared to N3
- > Simpler access to national systems and applications



T 0345 122 4555  
@KCOMBusiness

E letschat@kcom.com  
business.kcom.com

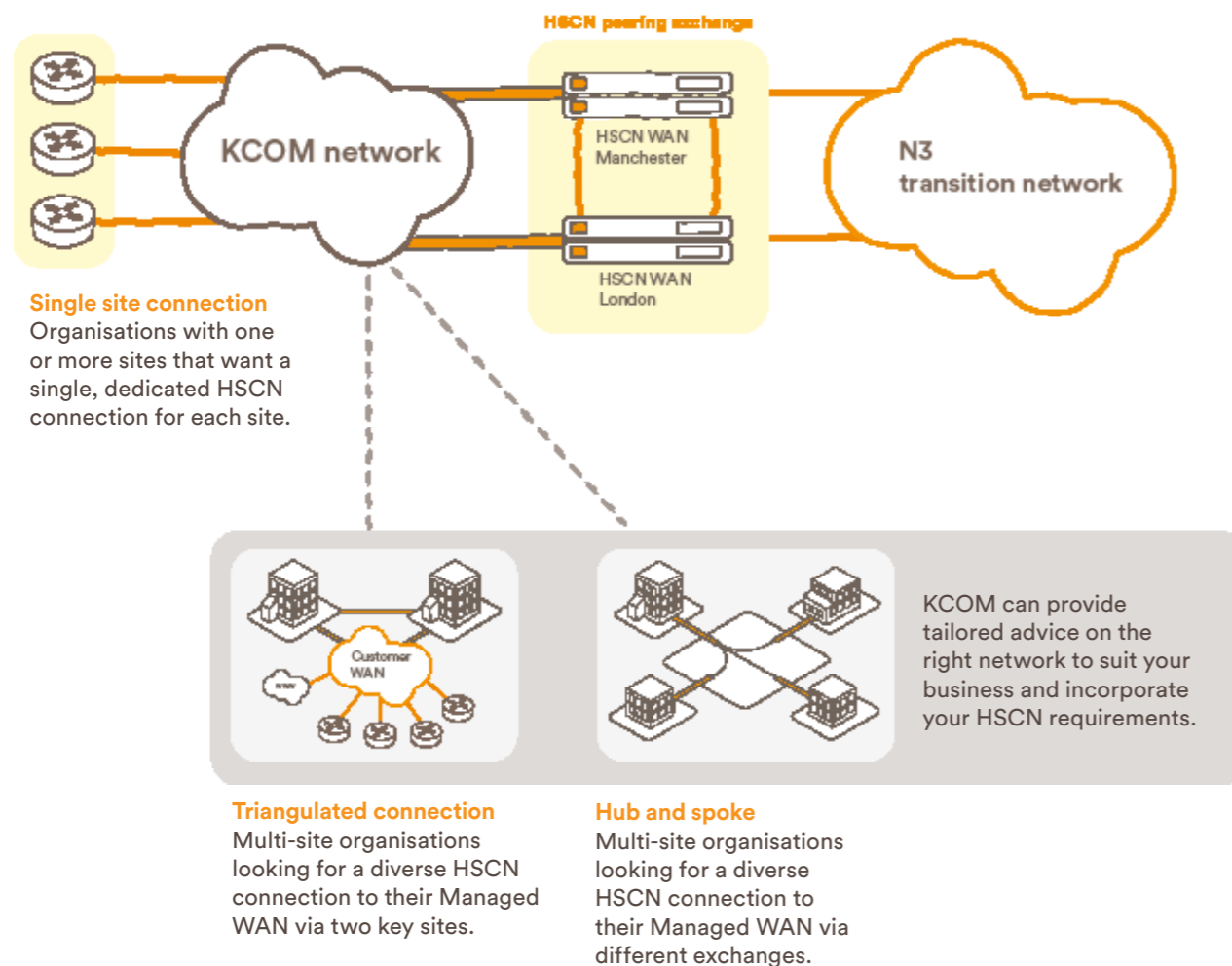
# Connecting to HSCN

NHS Digital has created a Transition Network to provide service continuity while customers migrate from N3 to HSCN and procure their long-term HSCN connection.

However, before you can actually connect to HSCN, you'll need to complete an HSCN Connection Agreement which sets out the rules and procedures you must follow as an HSCN customer.

At KCOM, we see two ways for you to approach your HSCN connection.

- > Replace each N3 connection with a connection to HSCN via your existing network
- > Or, use HSCN as an opportunity to review your whole network strategy and strengthen your links with partner organisations



# Consider your strategy

We specialise in helping organisations including NHS Trusts and private healthcare providers to boost efficiency, productivity and collaboration through bespoke connectivity solutions like managed wide area networks (WANs).

Your HSCN connection can easily form part of a new WAN, so, even if you haven't already considered reviewing your network, HSCN creates an ideal opportunity to appraise what you have now and whether it will support your organisation moving forward.

Since NHS Digital first announced that N3 would be replaced, we've worked with several customers to provision networks with HSCN in mind.

If you have multiple connections with several providers, are they becoming too hard to manage?

Do you want to improve collaboration between neighbouring organisations?

Is your network making use of the latest technologies available at each location?

If the answer to any of the above questions is yes, talk to us about what technology is available at your locations; we might be able to boost your entire network's performance as well as get you linked up to HSCN.

Lets chat 0345 122 4555  
Email us at [letschat@kcom.com](mailto:letschat@kcom.com)

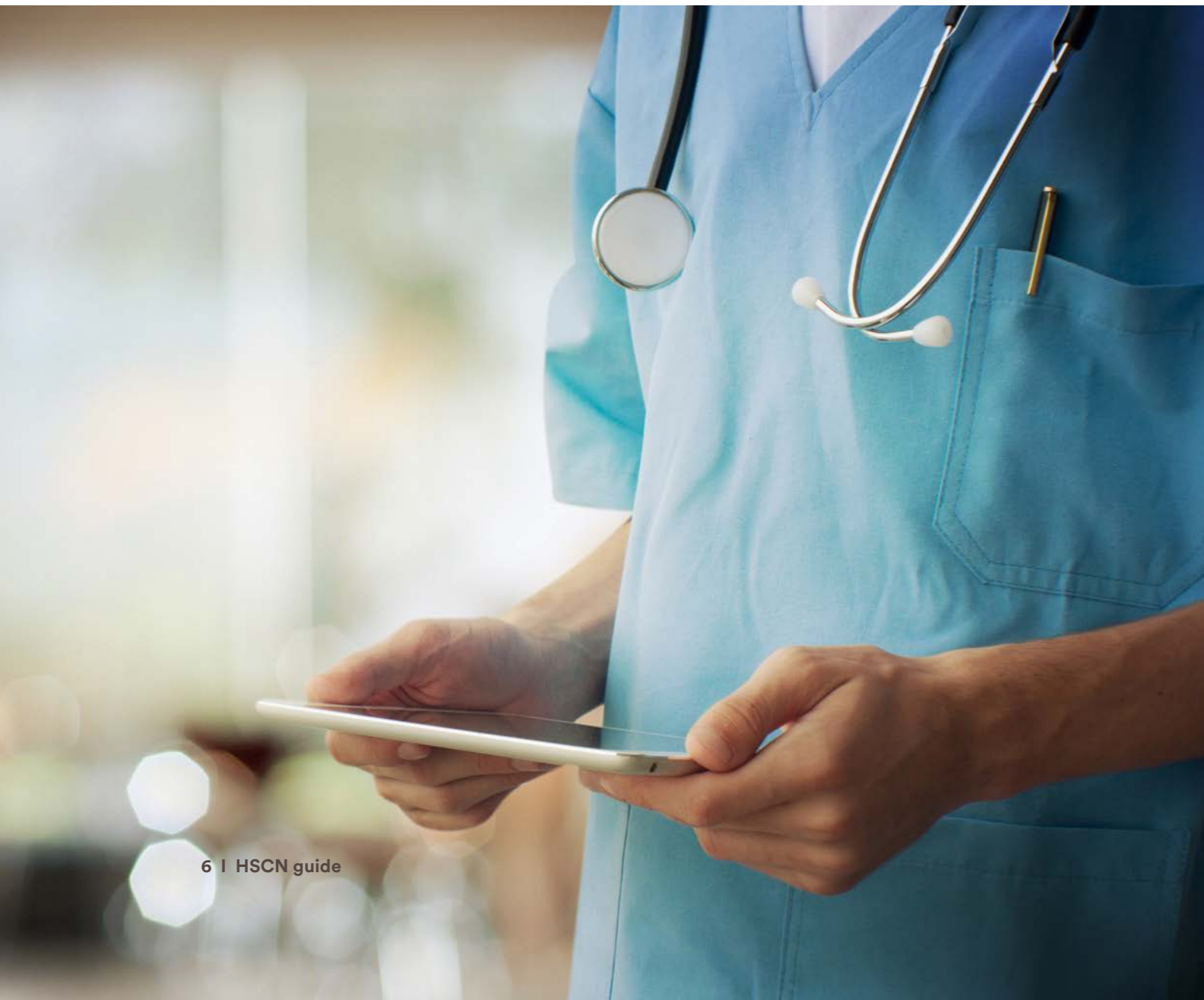
"KCOM conceived a solution that would address our day-to-day challenges as well as considering our future needs."  
**Geoff Lewis, Technical Operations Manager, Royal College of Nursing**

# Getting your network HSCN-ready

If you see the advantages of reviewing your network infrastructure alongside considering your HSCN needs, you're already one step closer to harnessing the full potential of HSCN across your organisation.

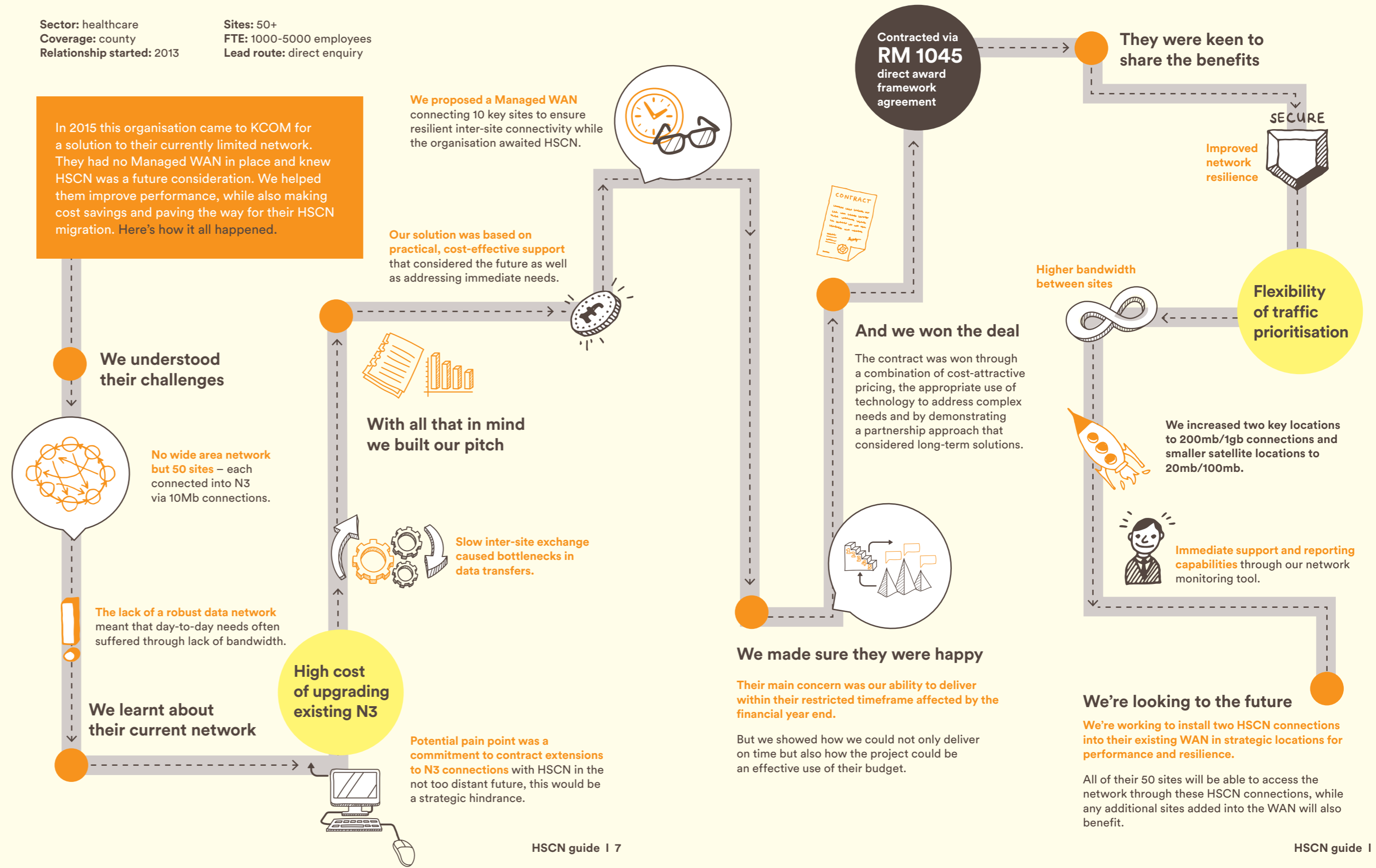
KCOM has a strong heritage in delivering connectivity services to healthcare organisations, and, since NHS Digital announced plans to introduce a new data sharing network, we've designed many bespoke wide area networks with HSCN in mind.

This example shows how we worked in partnership with a South West-based NHS organisation to improve network performance and operational efficiency while reducing costs and outages, as well as building in capacity for HSCN.



# HSCN customer scenario

**Sector:** healthcare  
**Coverage:** county  
**Relationship started:** 2013  
**Sites:** 50+  
**FTE:** 1000-5000 employees  
**Lead route:** direct enquiry



# Our difference

## Experience in designing complex network strategies

Our managed networks are built around each customer's specific needs, using the best and most cost-effective access technologies available at each location.

We've helped many of our customers plan the best use of their resources to cater for multiple needs and projects; whether it's designing a robust network to connect workers based at remote sites while also supporting WiFi, or working with organisations like yours to remove access issues so that healthcare professionals can focus on what really matters.

We can work with you to find the best strategy and procurement option for your organisation's unique HSCN aims. But we can also build on this with a review of your inter-site traffic, to find out if a network based on other access technologies, with built-in diversity, SLAs and failovers, could provide you with a more resilient service and better overall performance.

## End-to-end support from a single service provider

Business networks support entire business operations including data hosting and security, productivity tools and communication.


In the health sector especially, your network is vital for success, so working with a service provider who understands this and makes supporting your business a priority is a must.

We can provide not only the underlying connectivity network, backed up by SLAs and 24/7 support, but also all of the cloud hosting and voice services that run across it.

Need a straightforward hosting platform that combines private and public cloud servers? No problem.

Looking for a hosted telephony service that keeps your people in touch wherever they are, making sure no call goes unanswered? We can help.

And we proactively monitor every one of our services to ensure they're fully operational at all times. Peace of mind for you, so you can get on with delivering real value for your organisation.



"We chose KCOM for its clear commitment to excellent customer service. We're secure in the knowledge that they will support us for the long term and keep us up to date with the latest technology trends." **Liam Abbott, IT Systems Manager, Yeovil District Hospital NHS Foundation Trust**

# Making sense of your procurement choices

There are several ways for you to procure your HSCN connection, meaning you can choose the route that will provide the best outcome for your organisation.

Your choice of procurement route won't just depend on your strategy approach; consider your size, the resources available to you and your links with other healthcare bodies in your locality and/or supply chain.

## Public sector organisations can choose from:

- > **Self-serve:** single HSCN connection for organisations able to run their own procurement and don't want to work in collaboration with other organisations
- > **Collaborative:** multiple organisations procuring their connections together to pool limited resources and get the best value
- > **Aggregated:** regionally-based procurements run by NHS Digital on behalf of many organisations, to benefit from economies of scale

Where relevant, organisations will be able to procure using the existing **RM1045** network services framework. To help facilitate collaborative and aggregated procurements, NHS Digital is working to establish the new procurement framework, **RM3825**.

At KCOM, we're working with collaborative and aggregated procurements to provide multiple connections at scale.

If you're procuring for a private sector organisation, you can procure in any way normally open to you.

**Whether you're looking to procure your connection through the RM1045 or RM3825 framework, or through any other route open to your organisation, we can help you with your HSCN requirements.**

"KCOM really took the time to understand our requirements and designed a network that exceeded our expectations. Our staff can now concentrate on doing the job they love."  
**Tim Baker, IT Manager, Somerset Care**

# We're HSCN compliant

Only technology suppliers showing the HSCN Compliant kitemark are authorised to sell connections to the HSCN network.



At KCOM, we're proud to be one of a small number of connectivity suppliers that have secured HSCN Stage 2 compliance status, so you can rest assured that you're safe in our hands.

We're committed to making sure our processes and services are fit for a modern health service and comply with or, in some cases, exceed NHS Digital's quality standards.

We take your network's security so seriously that in some areas, like advanced firewall protection, we've gone above and beyond the minimum requirements set out by NHS Digital.

We also know service quality and reliability mean everything to our customers, whatever their sector or size, which is why our dedicated connectivity services come with automatic failovers and 100% SLAs.



## Let's start talking

**We're already talking to several public and private sector organisations about their HSCN connections.**

Get in touch now to talk through your options. We'll help you understand your network requirements and identify the best procurement route for your needs.

Call us on 0345 122 4555  
Email [letschat@kcom.com](mailto:letschat@kcom.com)  
Visit [business.kcom.com](http://business.kcom.com)

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