NHS 365

A Strategic White Paper on Maximising the Value of the Microsoft 365 National Agreement

Empowered Care!

365apps.pro

NHS 365

Transforming Healthcare with Cloud Technology

A Best Practices Program for Microsoft 365 Adoption Across the NHS

The Vision

Strategic Alignment for a Digital Future

Driving Change

" It's not just about technology. It's about a new way of working, a new culture of collaboration, and ultimately, better patient care.

— **Digital Transformation Strategy**

From Legacy to Leadership

⚠️ The Challenge

Fragmented Systems: Disconnected legacy trusts and varying levels of digital maturity.

Security Risks: Older operating systems vulnerable to cyber threats like WannaCry.

Siloed Data: Difficulties in sharing patient records across organizational boundaries.

✅ The NHS 365 Solution

Unified Tenant: The N365 deal creates a shared, secure baseline for all NHS staff.

Advanced Protection: Enterprise-grade security (ATP) and Windows 10/11 compliance.

Seamless Collaboration: Teams and SharePoint enabling instant communication and care coordination.

Impact at Scale

1.2M
NHS Staff Empowered

£300M+
Estimated Savings

100%
Secure Windows 10 Adoption

The N365 agreement represents one of the largest enterprise IT deployments in the world.

Core Pillars of NHS 365

Collaborate

Empowering multi-disciplinary teams (MDTs) to meet virtually via **Microsoft Teams**, reducing travel time and speeding up decision-making.

Secure

Implementing **Advanced Threat Protection (ATP)** and Multi-Factor Authentication (MFA) to safeguard sensitive patient data.

Modernize

Moving away from local storage to **OneDrive & SharePoint**, ensuring files are accessible securely from any device, anywhere.
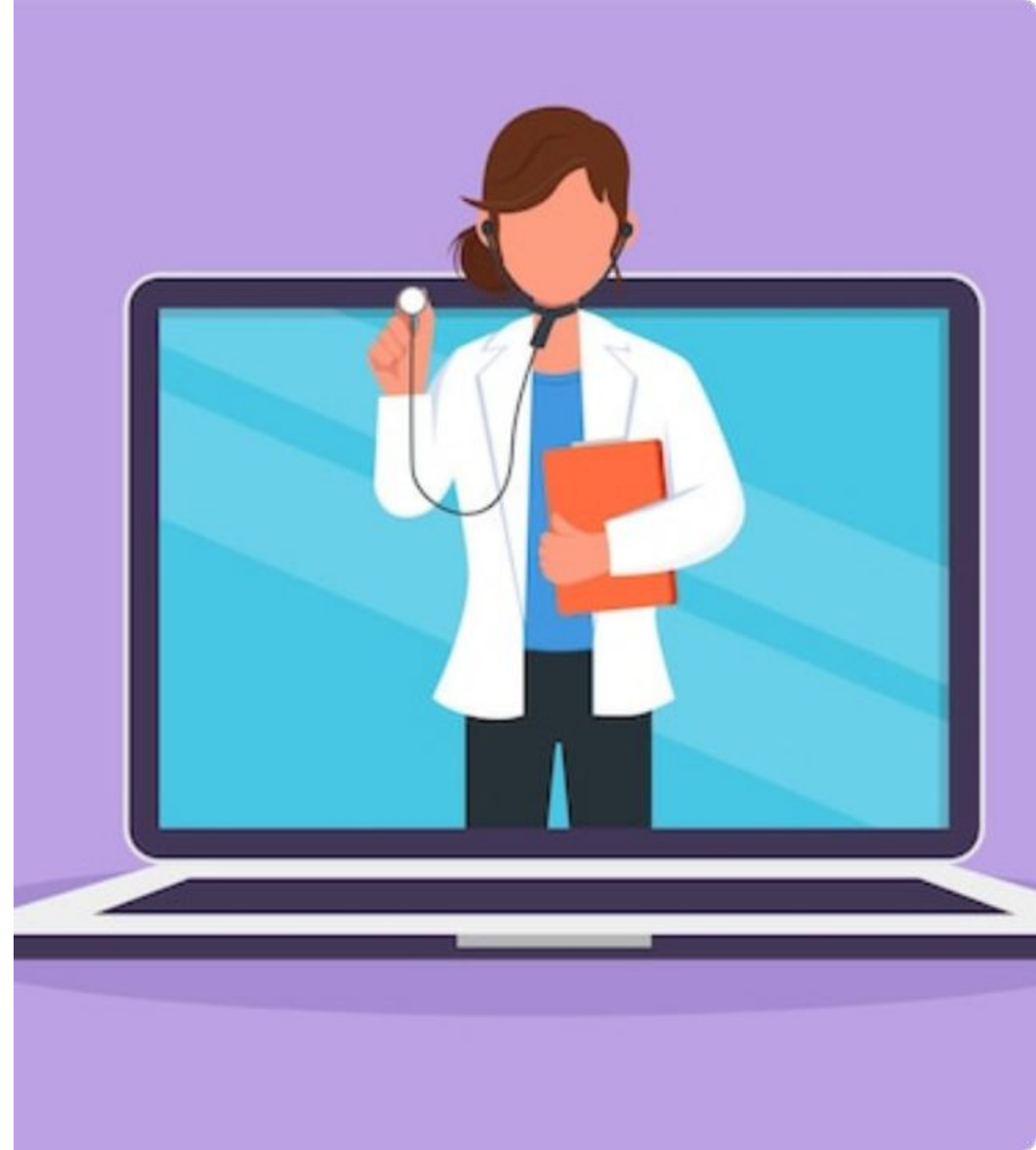
Care Without Boundaries

Virtual Wards & Consultations

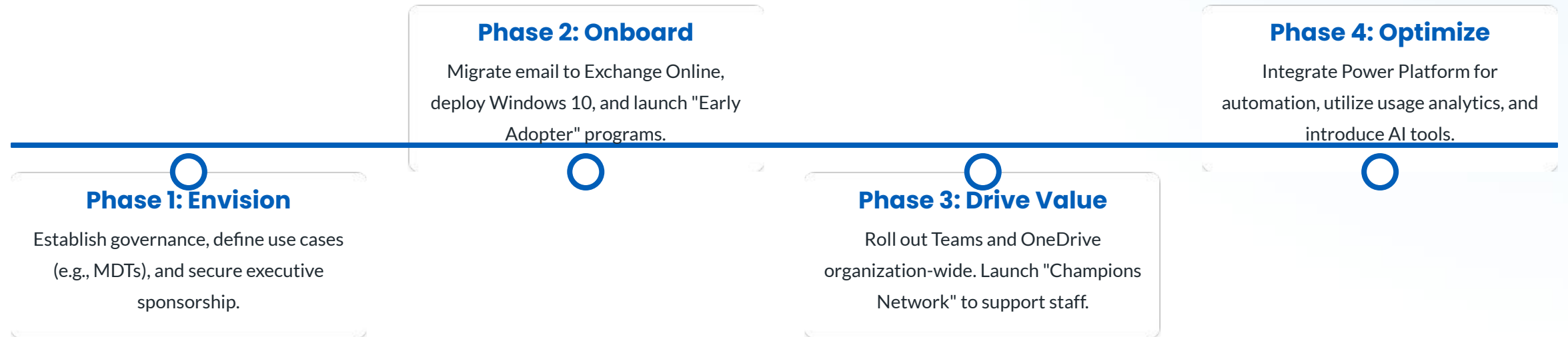Microsoft Teams is not just for meetings; it is a clinical tool.
Virtual ward rounds allow specialists to review patients
remotely, minimizing infection risks.

Integration with Electronic Health Records (EHR) allows
clinicians to pull up patient data directly within the
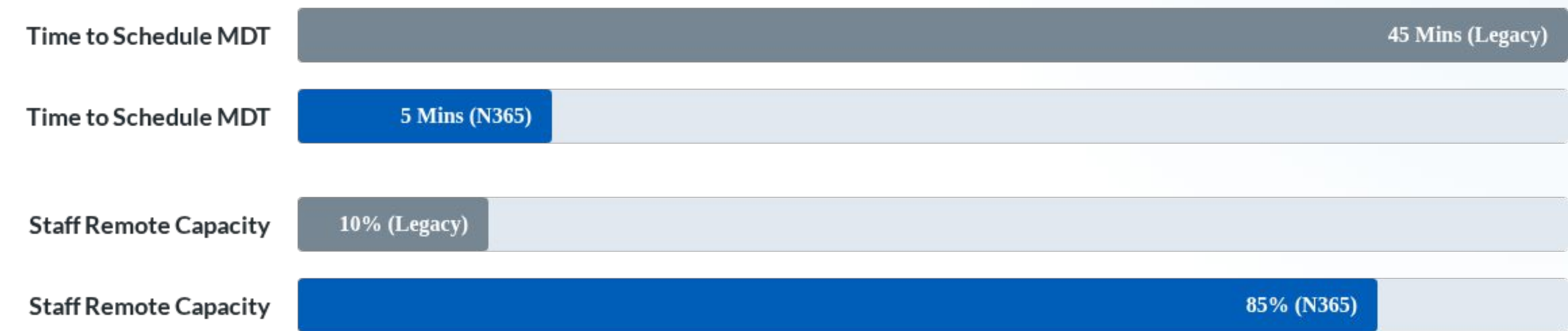collaboration interface.

Result: Faster triage and improved patient access.

The Adoption Journey

Phase 2: Onboard

Migrate email to Exchange Online, deploy Windows 10, and launch "Early Adopter" programs.

Phase 4: Optimize

Integrate Power Platform for automation, utilize usage analytics, and introduce AI tools.

Phase 1: Envision

Establish governance, define use cases (e.g., MDTs), and secure executive sponsorship.

Phase 3: Drive Value

Roll out Teams and OneDrive organization-wide. Launch "Champions Network" to support staff.

Efficiency Gains: Legacy vs. N365

Time to Schedule MDT	45 Mins (Legacy)
Time to Schedule MDT	5 Mins (N365)
Staff Remote Capacity	10% (Legacy)
Staff Remote Capacity	85% (N365)

Adopting N365 drastically reduces administrative burden and unlocks flexible working capabilities.

Best Practices for Success

👥 **Build a Champions Network:** Identify digital enthusiasts in every ward/dept to train peers. Peer-to-peer advocacy is more effective than IT mandates.

🔒 **Information Governance First:** Clearly define what data can be stored where. Ensure Data Protection Impact Assessments (DPIAs) are updated for cloud storage.

🎓 **Scenario-Based Training:** Don't just teach "how to use Teams". Teach "how to run a virtual ward round" or "how to shift handover digitally".

🔄 **Evergreen IT:** Establish a process for continuous updates. Microsoft 365 evolves constantly; IT teams must shift from "maintenance" to "optimization".

The Future: Integrated Care

Research & Data: Real-time collaboration on clinical trials and population health data.

AI & Automation: Utilizing Copilot to automate discharge summaries and clinical coding.

Patient Empowerment: Seamless interfaces between patient apps and clinician dashboards.