



Infrastructure

IT *Services*

*Delivering connected **infrastructure for a better world***



Introduction

We live in an uninterrupted, always-on hyperconnected world and this is now a reality for us as individuals, consumers, and businesses. Our IT Services team aims to deliver integrated IT infrastructure and managed services which transforms what's possible in connectivity, data management and analysis. From iconic buildings and national landmarks to trailblazing projects in all sectors; we are working hard to enhance the performance of organisations and public institutions everywhere.

Over the past few years, we've seen the technology and sectors in which we operate change, and we are now set to embark on the next chapter of our journey, primarily driven through a new three-year growth plan, which aims to accelerate annual revenues to over £40m by 2024/25.

It's an ambitious vision, but by working with customers across our five key sectors of defence, healthcare, commercial and data centres, entertainment and venues, and infrastructure we are confident we will achieve our goal.

We're a global leader in providing integrated IT solutions and we're trusted by many of the UK's leading organisations. From significant public infrastructure to supporting all forms of connectivity, we work with you to understand the challenges and opportunities that exist within our client's businesses.

Our IT Services offer is more than simply providing services to buildings and dealing with wires. People are at the heart of everything we do as we transform what's possible through connectivity to build better businesses, empower people and enrich lives.



Kelly Tedesco
*Managing Director,
IT Services*

NG Bailey IT Services is a global leader in integrated IT solutions and managed services for major national infrastructure projects, transforming what's possible in connectivity, data management and analysis.

We achieve this through our **unrivalled technical expertise, a consultative approach** and the **unmatched end-to-end capabilities** that come with being part of the NG Bailey Group, the **UK's leading independent engineering and services business.**

From significant public infrastructure, Gigafactories and large-scale industrial sites, to forecourts and car parks we keep vehicles moving and data flowing by **supporting all forms of connectivity** from **Wi-Fi enabled electric vehicle charging** to **remote** and **mobile communications.**

It's why we're trusted by many of the
UK's leading organisations across multiple sectors including...



Food manufacturing



Automotive



Ports and docks



Rail



Energy generation



Battery technology



Advanced manufacturing

What we do >>>

We're **transforming the IT infrastructure** of leading healthcare organisations with a range of **technology** and **management solutions** and **services**.

Our services include:



Seamless and flexible Wi-Fi and private 5G networks



360 approach - linking cabling to network and security



Integrated IOT and SCADA control across customer networks



Complete end-to-end delivery using **Freedom** and **Engineering** expertise



Ofcom and network operator approved EV charging stations



How we do it? >>>

We take a **consultative approach** to **understand the challenges and opportunities** that exist within a customer's organisation.



▶ **Working in partnership**, often with our designers and engineers embedded within the client team.



▶ We **develop solutions** that deliver tangible benefits transforming how they work and what they can achieve through **connectivity and data management**.



▶ We then **manage and support** that infrastructure to develop, enhance and **maximise those benefits now and for the future**.

Case Study: EV Connectivity

Our **electric vehicle infrastructure offer** is meeting the increasing needs of businesses and wider society looking for vehicle charging solutions as part of the **drive towards a cleaner, greener and more responsible energy future.**

 **Bespoke**
Wi-Fi connectivity

To forecourts and car parks we are keeping vehicles moving and data flowing by supporting all forms of connectivity – from charging to remote and mobile communications.

 **Easy**
user access

Leveraging expertise and skills from our Engineering and Services teams, we provide a complete service, from consultation through to installation and ongoing maintenance.

 **Secure**
cellular coverage

Our market leading dedicated electric vehicle business unit is in response to sales of electric vehicles continuing to increase as part of the Government's commitment towards net zero emissions by 2050, and the phasing out of new petrol and diesel car sales by 2030.

 **Complete**
end-to-end delivery

New legislation also requires new build homes, workplaces, supermarkets and buildings undergoing major renovations to install electric vehicle charging points from later this year.



Our IT Services experts boast a range of EV cellular and network connectivity innovations for car parking areas.

These include:



Enabling external cellular services from all of the major mobile operators to be distributed across parking bays with EV charging units, boosting areas with no or limited mobile network coverage due to the enclosed nature of common car parks. Users can access charging points via smartphone apps or can make contactless card payments at the units themselves.



Developing and deploying a fully owned solution that utilises a bespoke Wi-Fi network for electric vehicle charging points. Utilised primarily by businesses for their staff or in privately managed car parking areas, the connection supports app or contactless payment with the user connecting via the new Wi-Fi connection.

Both these innovations work within any environment and can be configured to suit the operator or owner's individual needs.

All cellular connections are secure and managed by NG Bailey IT Services.

Case Study: Leeds Community Healthcare NHS Trust

Leeds Community Healthcare NHS Trust supports a workforce of more than **300 staff**, including nurses, therapists, pharmacists and clinicians.



Bespoke

Improved patient outcomes



Easy

Enhanced flexible working



Secure

Minimal disruption in live environment



Complete

Universal connectivity

It provides a range of community-based health services for adults and children across the Leeds area and offers high quality healthcare in the most appropriate setting for its patients. These include in their own home, at a local health centre, or a community hospital.

With the evolving needs of both patients and staff, the Trust recognised it needed to transition from legacy systems, including phone, internet and hardware to improve communications, as well as overhaul ageing physical infrastructure.

The Trust turned to the IT Services expertise within NG Bailey, knowing that we have a close understanding of complex healthcare settings, alongside an unrivalled track record of technical innovation, and the capability and expertise to successfully handle projects of complexity and scale.



The scope of the project was to migrate from the Trust's current Mitel UC model with multi-site hardware operation and legacy ISDN services to a modern cloud delivered solution with full SIP connectivity.

We played a leading role in supporting Leeds Community Healthcare NHS Trust to achieve the project's goals through the development of a private cloud platform, with all unified communications services, incoming and outgoing calls hosted by NG Bailey across our data centre network.

Our work included successfully connecting the telephony platform to new SIP services across our data centres and then back into the Trust's private network via two new circuits. This included the deployment of Cisco network routers and firewalls, switching capacity to deliver the new services and managing third party network providers as part of the integration.

Maintaining positive patient outcomes during the installation was vital. To ensure there were no unplanned disruptions to the daily operational functions of the hospital we successfully migrated the systems over one weekend. Patient care was maintained throughout.

Benefits of our unified communications solution have included reducing network congestion, enhancing flexible working provision, improving communications between staff, de-risking infrastructure and bettering patient outcomes.

It is an innovative approach and solution now being led by NG Bailey IT Services in partnership with other organisations to improve performance and care across complex healthcare settings.

Case Study: The Christie NHS Foundation Trust

Treating around 50,000 patients a year, The Christie Hospital is one of Europe's leading cancer centres and the largest on the continent.



Improved
patient outcomes

Located in Manchester and managed by The Christie NHS Foundation Trust, it not only serves a population of 3.2m people across Greater Manchester and Cheshire, but as a national specialist sees more than a quarter of patients referred to it from other parts of the country.



Joined up
digital patient care

We have been a trusted partner to the hospital, which was also the first in the UK to be accredited as a comprehensive cancer centre, for more than 20 years



Enhanced
connectivity

We support the Foundation Trust's communications infrastructure, including contact centre and call recording services, on an ongoing basis, evidencing why we are a global leader in integrated IT infrastructure and managed services to the healthcare sector.



Technical
innovation

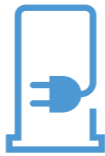


Most recently, we have delivered a series of significant projects on behalf of The Christie NHS Foundation Trust.

These include:



Showcasing our unrivalled technical expertise and unmatched end-to-end capabilities, we integrated The Christie Hospital's unified communications system into an additional portfolio hospital in Macclesfield, upgrading legacy analogue platforms to a fully digital and virtual solution. This has not only transformed the speed at which patients receive information but has also improved access to data for staff and communication between them. This has proved vital in helping them to make better informed decisions at each stage of the patient journey.



We upgraded the Trust's existing Mitel telecommunications infrastructure. This involved removing legacy analogue systems and transferring them into a fully virtual environment. Benefits have included reduced risk of disruption for patients and staff, and enhanced connectivity across the Trust's estate.

Why we are the partner for you!



We build better businesses and organisations

Through instant data access and analysis built around our customers' needs, we not only support critical infrastructure and connectivity but provide built in resilience and reliability.



We empower people

In today's rapidly changing world, people are at the heart of everything we do. Through our cloud-based unified communications, we help people to work from anywhere or just stay in touch creating more meaningful relationships and better-informed business decisions.



We enrich lives

From enabling EV charging, powering virtual content at concerts and creating the flexible working conditions to improve work-life balance, we are helping transform how people experience the world.

Working together for positive impact



www.ngbailey.com

