

Carelink

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Healthcare



Fact Sheet

About Carelink

Carelink, part of ioko, works with over 200 NHS and other health industry organisations that need help hosting or developing Internet, intranet and extranet sites, building and managing applications or addressing other technology or information issues.

We provide high performance, robust hosting, connected to their network via NHSnet and also securely to the Internet. We supplement this with developed solutions and other services, all backed up by skilled developers and support staff.

Which leaves our clients to concentrate on their areas of expertise – delivering high quality care to patients and world class information and processes to staff.

Services

Advise, Develop, Manage, Host

Carelink Hosting

Securely connecting to NHSnet and the Internet

Our flexible hosting environment provides high availability hosting simultaneously to NHSnet and the Internet. Served out of the secure Telehouse Docklands facility, it allows our NHS clients and their commercial partners the flexibility of deploying their sites and applications on enterprise class managed infrastructure, thus avoiding the need for acquiring and managing these skills and hardware internally.

We host a full range of applications from simple or content managed Web sites, through to sophisticated multi-server applications; spread over our **Windows, Linux, Solution and Specialist hosting** offerings. Our hosting packages generally include a comprehensive support and management package.

Development

Building applications for health

As part of ioko, Carelink provides our customers with access to our full suite of technical know how to advise, develop, support and improve their IS related processes and projects. This is an open-ended offering that is specified in conjunction with a detailed analysis of the client's needs.

We work at the cutting edge of IT and serve all sizes of clients, both public and private. We have the skills to build software from scratch and to implement off-the-shelf packages.

Support

Adding our expertise to yours

We can provide support for the wide range of infrastructures used by our clients to support their applications. We have skills across most common types of hardware, operating systems, security products and system management tools. We can run an organisation's infrastructure end-to-end and 24x7 or simply provide single point helpdesk or application support.

Solutions

Share, Publish, Manage, Connect

Web Solutions

Information publication technologies for health

There are many approaches to developing a Web site, from the simple unmanaged sites built with MS FrontPage or similar products through to full content management systems supporting multi-author content generation, workflow approval processes and sophisticated content management tools.

Carelink can help you build, extend and maintain your site, whatever your approach. Our Web Solutions portfolio includes:

- NHS Core Web site for rapid deployment of a fully formed, content managed NHS trust site solution with both Internet and intranet sites
- Regional CMS is our NHS Core Web site solution tailored for semi-centralised management of multiple trusts sites, providing enterprise-class facilities at a remarkably low cost
- NHS-specific enhancements for MS CMS to easily add commonly requested features
- Full MS CMS or Vignette solution development
- SharePoint solutions including our NHS-specific solution
- Hosted discussion board

Web Secure

Connecting people with systems, securely

Your users expect to be able to get at the applications and data they need from a variety of locations e.g. the office, their home or on the road. Our RSA based hard token security platform allows you to provide secure, resilient access more cost effectively.

ioko Detect 2004

A complete Freedom of Information Act solution

Aids public authorities comply with their obligations under the Freedom of Information Act 2000 by providing document storage, search and retrieval plus information request workflow.

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We offer

- A dedicated hosting platform with Code of Connect approved access to NHSnet
- A broad base of experience and expertise in supporting health services
- A range of core technologies suited to enabling information exchanges: within the NHS, between the NHS & their partners and from the NHS to the public

Working with Carelink

Carelink shares its parent company's values. We help our customers maximise their value from technology.

We make dealing with us simple. Very straightforward. No hype. And we are passionate about technology and how it can be used to ultimately enrich the lives of people.

We form personal and personable relationships with our clients, based on honesty and openness. We engage our technical people with clients, so you get access to our technical capability in the preliminary discussions.

We know our stuff; we know our clients and we are flexible in making the connections between them work. Simple. Open. Honest.

- Our ability to both provide well rounded packages of these technologies to suit client needs and also high quality, high availability development and support to ensure successful implementation and ongoing usage
- A range of specific solutions to address common needs

Find out more

We have produced a number of Fact Sheets that provide additional details around our services and solutions, which we are happy to provide.

Our Web site is another useful source of information. Indeed many of our services and products are demonstrated on the site.

Web: www.carelink.co.uk

Or you can contact us directly by email, telephone or mail at the address above:

Email: info@carelink.com

Tel: 01904 438000
and ask for Carelink Sales

About ioko

ioko supports over 250,000 corporate users with 1,000 business critical platforms in 77 countries and have designed, built and managed some of the largest and most complex business technology systems in Europe.

We develop long-term working relationships with our customers. They trust us to build and manage the technology that underpins both their day-to-day business and their longer-term strategic business development.

We design and deliver our services according to each of our customer's needs. We build open and flexible communication interfaces with our clients and take full ownership for delivery and issue resolution. We don't hide behind contracts. We concentrate on making it happen.

ioko has Microsoft Gold Partner status and has partnerships with the leaders in IT, including:

- IBM
- Citrix
- Template
- Meridio
- Vignette
- Cisco
- HP/Compaq
- Sun Microsystems
- Cable & Wireless
- Oracle
- Trustmarque

