



## Carelink Solution Hosting

Users within NHS organisations generally gain access to data on locally provided and maintained servers within their own organisation and employ an external ISP for their public face. This can be an expensive and resource intensive activity, hence many organisations are investigating the options of having their Web based applications hosted at remote locations by third party hosting organisations.

More than 200 NHS Trusts and other NHS organisations now entrust their Web sites and other applications to Carelink. Our secure environment ensures information can only be accessed by the right people within the NHS.

In addition to our range of generic application hosting and management packages, we also offer hosting for specific solutions including the **SharePoint** family of Microsoft® products, Microsoft® and Vignette **Content Management Systems, ioko Detect 2004** (our Freedom of Information Act solution) and **Web Secure** RSA security.

## Microsoft SharePoint Hosting

Our SharePoint service was launched in direct response to requests from NHS organisations who wanted to improve the way that members of their teams work together.

Microsoft SharePoint is a team Web site solution that allows users to quickly and easily create intranets and team Web sites. They provide a framework for team collaboration and empower users to collaborate on documents, tasks and share contacts, events and other information. SharePoint enables teams to easily manage their own content and users. The environment is designed for easy and flexible deployment.

Carelink's SharePoint Service makes the application available to NHS organisations on a fully managed platform at an affordable price. We take full responsibility for ensuring that any technical issues are dealt with and we

have experts who can give advice on getting the best out of the application. This frees up our customers' technical resources and enables their users to focus on working together effectively and efficiently

***"We started to use the service to help with NPfIT. We use the document repository and discussion boards for sharing the latest reports, documentation and news. Above all the benefits that we get are that it provides a central location for up-to-date information and a single source of the truth"***

*Graham Folmer, Chief Information Officer at NSC Strategic Health Authority*

## ioko Detect 2004 Hosting

ioko Detect 2004 has been developed using Sharepoint technology and allows NHS and other public organisations to meet the requirements of the Freedom of Information Act (FOIA).

It is an 'end-to-end' solution specifically designed to allow active management of publication scheme content as well as handling the case management of individual citizen requests for information.

In many cases you may wish to be able to access ioko Detect 2004 both internally on a Trust or other NHS LAN and also provide secure access via the Internet to external agencies. Hosting on the Carelink platform provides a full solution to this problem, giving highly secure access to both internal networks (via NHSnet) and remote or other agency access.

## NHS Discussion Forum

Hosted on our Carelink servers, we now offer a powerful bulletin board/discussion forum hosting service. This is preconfigured to follow NHS design guidelines, while allowing clients to incorporate their own specific brand elements. It offers a rich feature set including threaded discussions.

NHS Discussion Forum is available to clients as a simple and inexpensive extension to their hosting contract.

## Key Benefits

- A cost effective and flexible range of **specific hosting solutions**, including:
  - SharePoint
  - ioko Detect 2004
  - Content Managed web sites
  - NHS Bulletin Board
  - Web Secure security
- Secure connections to the Internet, NHSnet and hence NHS local networks, so your **teams can communicate and operate irrespective of their location**
- Housed in a world class secure, hardened data centre to **ensure that your data and systems are protected**
- Fully managed by our experts, freeing up your team while receiving **best in class, hassle free support**
- Shared or dedicated servers are available, **designed to meet your specific requirements**
- 24x7 monitoring and class leading reliability to **ensure your applications are available when needed**
- **Implement your solution simply and quickly**, sidestepping the usual technical hurdles

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## Carelink CMS Hosting

To meet growing demand within the NHS for increasingly sophisticated, dynamic and well managed Internet, intranet and extranet sites, ioko has worked with Microsoft to launch a shared hosted Microsoft Content Management Server (CMS) solution for the NHS.

Microsoft Content Management Server is an enterprise-class content management system that enables organisations to build, deploy and maintain highly dynamic Internet, intranet and extranet websites, quickly and efficiently. It allows the control of content and evolution of sites to be driven by users, not IT people, and incorporates powerful content control and approval workflow.

Our service provides Microsoft CMS to NHS organisations on a fully managed platform in which all the hardware, software, network, security and support issues are taken care of by us.

The platform allows NHS organisations to benefit from this technology, while at the same time lowering the total cost of ownership by sharing the cost of the platform between several NHS customers.

This means you can:

- Reduce the time and effort needed to build and maintain your Web sites
- Publish to multiple sites internally and externally
- Author, approve and manage content irrespective of the users' locations
- Provide controlled access to employees and to partner agencies without compromising security of your site or your LAN

## The Carelink Platform

The Carelink hosting environment is located within the ioko data centre facility at Telehouse Docklands, in the heart of London. Telehouse is Europe's leading co-

location facility offering resilient and secure hosting services. We provide full hardware management and can extend this to include application management and helpdesk support.

## Web Secure

We all expect our data and applications to be secure. Hosting with Carelink ensures high levels of physical and system security. Your users' point of access, however, is often the weak link in the security chain.

Against a background of active attempts by hackers to enter systems and the need to store highly sensitive information online, the usual UserID and password is often not enough.

Best security practices outline a 3-part access model based on who you are (the ID), what you know (the password) and what you have. This last component is provided for through RSA hard tokens carried by your users. These tokens must be used in combination with the ID and password to obtain access to your systems.

Carelink offers a full RSA solution either on a dedicated server or on our shared and resilient platform. The latter gives substantial cost reductions compared with the dedicated approach and brings high grade security within realistic financial reach. So you can protect your data and your reputation without breaking the budget.



RSA SecurID SD600 Fob

RSA authentication is compatible with most of the major network infrastructure products on the market. We can, of course, assist with integration of this security technology into your applications.



## Specialist Hosting

We can provide specialist configurations for your own applications, running within the Carelink environment, including:

- Dedicated server hosting
- Linux Hosting
- Resilient and high demand architectures
- Secure authentication

## Additional Services

We can offer a number of additional services, many of which you can simply add to one of the standard packages. These include:

- Web statistics reporting
- Microsoft index Server
- Additional disk space and/or data bandwidth
- Additional Data Source Names (for Data Presentation)
- Domain names and SSL certificates
- Email

You can order these at the same time as ordering your new site or at any time.

## What Next?

If you would like any further information on our services, please contact us on:

Web: [www.carelink.co.uk](http://www.carelink.co.uk)

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

Email: [info@carelink.com](mailto:info@carelink.com)

Tel: 01904 438000

and ask for Carelink Sales