



## Blackrock Clinic and eircom Advisory Services

With technology playing an ever-increasing role in Healthcare, Blackrock Clinic was eager to embrace technically advanced systems, to enable it to deliver advanced diagnosis and treatment capabilities. In its quest to deliver world-class healthcare services, Blackrock Clinic engaged eircom's **Advisory Services** team. As a result, the clinic now boasts an infrastructure that is future-proofed and robust enough to deploy emerging and evolving healthcare ICT solutions such as imaging technology and telemedicine, thus ensuring that Blackrock Clinic will continue to uphold its high standards well into the future.

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**John Hayes,**  
**Head of IT, Blackrock Clinic**

### Connected healthcare for Blackrock Clinic

Founded in 1984 Blackrock Clinic in Dublin is one of Ireland's most prestigious and successful private healthcare facilities. The Clinic is committed to delivering the best in healthcare practice innovation to its medical consultants, General Practitioners and their patients and prides itself on its ability to deploy and support the latest in medical technology to deliver advanced diagnosis and treatment capabilities to its consultants, GPs and their patients in their healthcare needs

Over the past five years the hospital has seen tremendous growth. In order to meet the demands of this growth into the future, and to increase the breadth of services offered to its patients and clients, the clinic has embarked on an ambitious programme to extend and enhance its physical space and infrastructure.

Blackrock Clinic engaged the eircom **Advisory Services** team to work with them to review the longer term technology infrastructure direction of the clinic, and to put in place a plan that would facilitate a framework for technology decision-making in the short term in order to address the clinic's immediate demands. It also sought to establish a platform that would enable ongoing expansion plans and position the clinic to introduce emerging and evolving healthcare ICT solutions into the future.

Working with the Head of IT at Blackrock Clinic, the eircom **Advisory Services** team assessed and analysed the current state of the clinic's ICT infrastructure. The aim was to ensure that as the clinic continues to expand, the desired pace of change would not be hindered, and opportunities to provide high-tech healthcare services such as telemedicine would be straightforward. "By leveraging the infrastructure that Blackrock Clinic already had, and by identifying new solutions, we believe that the team in Blackrock Clinic have a great platform with which to continue their successful growth," explains Clive Ryan, Director, eircom **Advisory Services**.



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**Clive Ryan,  
Director, eircom Advisory  
Services**

## Building foundations for the future

The healthcare sector is increasingly embracing technology and moving towards technically advanced paperless systems where patients can be assessed and diagnosed remotely using imaging technology and other high-tech systems. eircom **Advisory Services** team's remit was to work with Blackrock Clinic to ensure that the clinic's infrastructure was future-proofed and robust enough to roll out these new technologies.

eircom approached this engagement by outlining a definition of a long-term (10 year) Enterprise Technology Infrastructure Strategy (ETIS) for Blackrock Clinic. This would encompass the current and future service and business aspirations of the clinic, and would also include its links to the Galway Clinic and the Hermitage Clinic.

The ETIS addressed a number of questions such as identifying how change should be executed and achieved; what the logical transition states for the project should be; and how might the future changes impact on business technology governance at the clinic.

This included examining the needs of the patients and medical professionals that utilise the services of the clinic, as well as the staff based at the clinic. The scope of the project spanned the entire application portfolio within Blackrock Clinic in addition to the underlying hardware and network infrastructure.

In addressing these questions eircom worked with the clinic to develop a “target environment” which defines the future operating structures, processes, systems, infrastructure and policies of the clinic, as well as developing a “route map”, which defines the stages of work the clinic needs to undertake in order to move from the existing environment to the target environment.

“The ETIS output, recommendations and conclusions gave the clinic a business context as to why we need to invest in the infrastructure,” explains John Hayes, Head of IT, Blackrock Clinic. “This provided a necessary framework guiding how our ICT infrastructure should evolve, which will enable us to embrace future developments. It also helped us to communicate with, and get the critical buy-in of senior business management within the clinic. We selected eircom **Advisory Services** to work with us on this foundation project for their business orientated approach to ICT planning.”

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