

## Database Administration and Support for the NHS Blood and Transplant

### Key Benefits to NHSBT:

- Confidence delivering a life critical service to the NHS
- System supported 24/7
- Quality Oracle deployment for high performance database
- Full disaster recovery facility with hot backup mode
- Assurance of patient confidentiality through data security standards
- Supplier which understands the life critical nature of the NHSBT service



**Blood and Transplant**

**NHS Blood and Transplant (NHSBT) is a Special Health Authority, dedicated to saving and improving lives.**

**It provides a Blood and Transplant service to the NHS which means supplying enough safe blood to hospitals in England and North Wales and providing tissues and solid organs to hospitals across the UK. Each year their donors give around two million donations of blood and 3,500 organs.**

*Savant Limited provides an important element of support for this critical IT system. We rely on them for every day maintenance and urgent 'trouble shooting'. It is important to us that Savant understands the life-critical nature of the data we are dealing with and provide an appropriate level of support. The professional, well informed support that Savant provides is essential in helping us provide the services our customers expect.*

**Ian Britton**  
**Hematos System Manager**

### Problem

A life critical service requires delivery of best in class computer systems to handle the complex issues for supply of specialist blood products and patient/donor matching. NHSBT selected the Oracle based Hematos IIG solution, but needed 24/7 support from an experienced supplier to ensure the continuity of service.

### Solution

Savant provides a 24/7 service to NHSBT, acting as Oracle DBA for its Hematos system (a national patient diagnostic application). This involves actively managing this life critical database to ensure the smooth running of the laboratories using the system and working with NHSBT staff to manage the deployment, testing, and configuration of the application. Savant maintains multiple test, training and migration databases for the Hematos application to ensure quality of deployment.

As well as delivering ongoing 24/7 support for the Hematos system, Savant assisted with the initial planning and implementation of the Oracle database, providing services for validation, performance trouble shooting, monitoring and tuning. Savant designed the database backup strategy, ensuring the database is always available through effective disaster recovery and hot backup facilities. Savant is registered to ISO 27001 for data security and ensures the system protects patient confidentiality.



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## Oracle Services for Business and Life Critical Applications



### Services from Savant - for Oracle 8i, 9i, 10g, 11g and 12c.

Savant's experience of relational database development dates back more than 25 years, with Oracle based products being one of our primary implementation environments for the past 15 years.

We provide development migration and support services for clients with Oracle systems including NHS Blood and Transplant, Centrica and the British Medical Journal.

**Design  
and Build**

**Application  
Development**

**Database  
Migration**

**Database  
Management**

**Monitoring  
and Support**

#### About Savant:

Established over 30 years ago, Savant supplies software and database development and support services and consultancy expertise for life and business critical systems. Savant has experience of implementing technologies for a wide range of infrastructures from national data centres to smart phones.

We work with our clients to deliver solutions that align to their strategic IT and business visions and can implement package solutions or develop bespoke solutions as required.

We assist our clients at all stages to realise their software needs with our formal project methodology from requirements through application development, testing, training and ongoing UK based support and maintenance.

#### Examples from our project portfolio

**PULSE** - a blood establishment management system dealing with all aspects of blood and tissue donation and processing. Managing hundreds of millions of records and over 6,000 users, PULSE is the result of over 25 years development and is the world's largest centralised blood management system.

**Hematos** - manages the testing and cross matching of patients to therapeutic doses of stem cells and organs. Hematos runs aspects of NHSBT such as the British Bone Marrow Registry and NHS Cord Bank.

**Mataco** - is a cloud based business continuity software system that helps organisations create, maintain and access the plans that will keep them in business no matter what happens. The App based mobile access lets Mataco users get to their plans and documents whenever they need them.

#### Accreditations & Partnerships

Savant is certified to **BS EN ISO9001:2008** and **ISO/IEC 27001:2005** and is enrolled in the **HP Alliance ONE**, **Oracle Gold**, **Business Continuity Institute**, **Microsoft** and **Motorola Enterprise Mobility** partner programmes.



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