



# How we can provide IT help, support and training

## Service Desk and support engineers

We offer web and telephone support to NHS Digital/NHS X-accredited service desk standards:

- supporting end-users with a range of hardware, server and software issues. Incident, service request and complaint capture and recording is all part of the service
- requests are prioritised and categorised to ensure effective, fast handling and reporting. Support engineer visits, call-backs or remote access can be provided
- open 7am to 8pm weekdays, with out-of-hours access for those who need it
- managing requests for new user accounts, network access, ordering hardware, and software licensing
- standard hardware, software and peripheral support, replacement, upgrades and disposal
- single point of contact for your IT support needs
- aim to resolve incidents at first point of contact
- requests dealt with from start to finish. If an issue cannot be solved by the Service Desk team, it will be assigned to an appropriate resolver group or third party supplier to ensure its resolution.

## Registration Authority (Smartcards)

Registration Authority (RA) services manage smart card access for commissioners, GP practice and pharmacy colleagues, including:

- new user authentication
- creating new cards and managing role-based permissions
- unblocking and cancelling access
- adhering to national security guidelines and information governance legal requirements
- eGif level 3 adherence.
- support of physical and virtual cards.

We fully support and train organisations to undertake local administration for new user verification and local system permissions.



**Efficient and accurate systems are improving staff and patient satisfaction. This has led to a reduction in prescriber workload and a positive impact on patient access.**

**Nicola Baxter**

Head Of Medicines Optimisation, West Lancashire CCG

For more information on our products and services contact us today:

**Email:** [mlcsu.commercial@nhs.net](mailto:mlcsu.commercial@nhs.net)

Visit us [mlcsu.co.uk](http://mlcsu.co.uk)





### IT training

Our outstanding IT Training team provides high quality, effective and tailored learning interventions to empower your workforce to be the best that they can be.

#### Our services include:

- **bespoke sessions**, allowing you to focus on specific topics and maximise time spent:
  - production of a training needs analysis and training strategy
  - training plan for large system deployments
  - practical learning tailored to the context of your organisation
- **training on a range of clinical systems, including;**
  - patient administration and electronic patient record systems, such as SystmOne, EMIS Web and Summary Care Records
  - all associated national systems (e-RS, EPS, GP2GP).
- **we deliver a range of training** to help staff become safe and fluent in new software and technology:
  - our 'CyberSafe' training ensures safe use of technology and is accredited by the National Cyber Security Centre
  - we offer a full range of Microsoft Office / 365 training courses and corporate systems such as ESR and ISFE / SBS
  - webinars, e-learning packages, video guides and face-to-face training is provided to help users master everything across Microsoft Office, email, video conferencing, cloud computing and specialised apps.

- **our MLCSU Academy web portal** helps you to:
  - access helpful toolkits, user guides, video guides and template forms, all in one place, 24/7
  - browse training dates and register for all available training courses
  - stay up to date with essential information about the systems we support and courses we offer.

Our IT service consistently achieves a **99% uptime**, supports **20k users** and **30k devices** and over **1,000 practices**. We recently **saved £22m** by reducing 800 servers to 300.



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