



# Trusted Outcomes

Technical Consultancy &  
Delivery of a NHS.net Migration  
for University Hospitals Dorset

“ Supporting NHS organisations with secure, reliable technology is central to our mission. Our collaboration with University Hospitals Dorset on this pioneering migration to NHS.net set a strong foundation for what’s possible. This work will continue to unlock significant cost efficiencies, streamline operations, and strengthen collaboration across trusts. Alongside the migration, we developed bespoke governance, workflow frameworks and a collaboration portal. Creating a repeatable, accelerated delivery model designed to support future digital transformation across the NHS. ”

Ed Bramall

Projects & Programmes Director  
Trusted Technology Partnership



# Project Overview.



## NHS Strategic Context

- Organisations across multiple sectors are transitioning from locally hosted infrastructure to secure, centrally managed cloud-based environments to improve cyber resilience, scalability and standardisation.
- NHS England has introduced NHS.net as a nationally managed, cloud-based email and collaboration platform to replace fragmented on-premises systems across all types of NHS organisations.
- The Unite Programme was created to establish a secure and consistent data migration roadmap aligned to national governance, compliance and security standards.
- By moving to NHS.net organisations can better support modern, flexible ways of working, whilst reducing operational complexity and cost across their NHS estate.



## NHS Unite Programme

- The rollout of NHS.net is delivered through the NHS Unite Programme, a coordinated national initiative designed to accelerate adoption and ensure delivery consistency across NHS England.
- The programme is led and managed by Accenture, providing central governance, migration tooling and an operating framework to guide participating NHS organisations.
- University Hospitals Dorset (UHD) was selected as one of six pilot sites to test and validate the migration approach prior to wider national rollout.
- The pilot phase was designed to refine delivery methodology, identify risks and establish a repeatable national implementation model.



## UHD's Requirements

- UHD required a partner to support them in the management and technical delivery of this migration, including:
- Validation and refinement of migration tooling, governance processes and delivery sequencing to ensure a scalable operating model.
- Delivery of user readiness, stakeholder engagement and change management activities to support adoption across clinical and non-clinical teams.
- Alignment of new cloud-based ways of working with existing clinical and organisational workflows to minimise operational disruption.
- Active contribution to the development of the nationally applicable framework, through collaboration with NHS England's implementation partner Accenture.

# The Challenge.

Taking on the role of a pilot site for the NHS.net migration presented UHD with a unique set of challenges. With ambitious timelines, no established blueprint to follow, and the need to communicate clearly with already busy clinical teams, the trust had to navigate uncertainty while maintaining operational stability. Balancing rapid change with patient-centred service delivery demanded focused coordination, agile problem-solving, and innovative approaches that would ultimately help shape the migration path for the rest of the NHS.

## Compressed Timeline

To realise significant cost savings and meet the expectations of the pilot, UHD needed to deliver this major migration quickly. Together we needed to deliver a process that would typically take a year to deliver in just six months. Highlighting the requirement for rapid planning, execution and problem-solving without compromising on quality and ensuring no impact to patient care.

## No Existing Blueprint

As one of the pilot sites for this national initiative, UHD was operating without any established blueprint or reference model. With no precedent to follow, the project team encountered uncertainty at every stage and were required to make informed decisions in real time. This meant innovating continuously to overcome unique and unforeseen challenges while ensuring progress remained aligned with national objectives.

## Time-Poor Staff

Clinical staff work under significant time and cognitive pressures, with patient care appropriately prioritised over non-clinical activity. As a result, capacity for engagement beyond frontline responsibilities was limited. Engaging thousands of users across multiple sites therefore posed a significant challenge, as even small additional demands on clinicians' time risked disrupting essential services and day-to-day clinical delivery.



# Our Solution.

UHD's NHS.net migration represented a significant change to core systems and ways of working, requiring careful planning and close collaboration across multiple teams. To minimise risk and ensure long-term success Trusted Technology Partnership implemented a structured approach focusing on strong governance, early team engagement and clear ownership throughout the project.



## Service Transition: Early Engagement for Post-Migration Support

Service transition was embedded from the outset, ensuring UHD's support teams understood the NHS.net platform early and were prepared for long-term operational ownership. This early involvement enabled a smooth transition into live service and was recognised by both UHD and Accenture as a key contributor to the programme's overall success.



## Technical Team: Platform Changes and Operational Readiness

The technical workstream defined, implemented and validated all platform changes required for the NHS.net migration. Alongside delivery, the team converted technical outputs into clear, service-ready processes, ensuring support teams had the information and procedures needed to manage the platform effectively post implementation. Strong collaboration across teams-maintained alignment on impacts, dependencies and outcomes.



## Information Governance (IG): Data Movement and Compliance Assurance

The information governance workstream oversaw data locations, planned data movements and ensured that all activity adhered to NHS security and compliance standards. This governance provided full visibility of data flows and maintained a robust security posture throughout the transition, ensuring UHD remained compliant at every stage.



## Application Dependencies: Assessment of 300+ Systems

More than 300 applications integrated with Microsoft 365 authentication were assessed to understand functional, access related and security impacts associated with the migration. Early identification and mitigation of risks ensured continuity of clinical and business critical services, preventing authentication issues and protecting system interoperability post-migration.



## Gap Analysis: Current vs. Target State Alignment

A detailed gap analysis compared UHD's existing environment against the NHS.net target operating model. The assessment identified required remediation, mapped risks and dependencies, and provided a clear route to achieving the future state. This structured review ensured strong alignment across workstreams and gave senior stakeholders confidence in the direction and decisions of the programme.

# The Outcome.

## Clear Programme Structure & Enablement

The migration was underpinned by a well-defined programme structure, with dedicated workstreams for communications, information governance, and technical delivery. This clarity ensured that UHD remained aligned with national expectations throughout the pilot. A dedicated Project Manager provided end-to-end oversight, maintaining momentum, managing risks, and freeing technical specialists to focus on in-depth preparation and issue resolution.



## Improved Coordination and Information Flow

The programme improved day-to-day coordination by establishing structured communication routes and well organised Teams channels. These channels supported information sharing between technical groups and accelerated decision making. Centralising project management reduced administrative burden on technical teams, enabling faster issue resolution and helping maintain stability and continuity during the migration.



## Enhanced Value and Operational Efficiency

The migration delivered clear operational and financial benefits, including significant savings from avoided licensing renewals and reduced long-term technical debt. Strong working relationships between UHD, Accenture, and our technical teams supported efficient delivery and rapid escalation handling. The resulting approach provides all parties with a scalable, repeatable model for future transformation programmes.



## Broader NHS Collaboration Enablement

Moving to the shared NHS.net environment enabled UHD to integrate more effectively with NHS Dorset Healthcare and positioned the trust ahead of the wider NHS as a national pilot site. Joint engagement with Accenture ensured governance and technical changes were managed consistently across the estate, smoothing delivery and creating a stronger foundation for aligned digital operations across the NHS.



“ Trusted Technology Partnership provided clear NHS-focused expertise from the start, giving us confidence in the direction and structure of the migration. Their collaborative approach, strong communication, and well-planned delivery framework made the process smooth and easy to engage with. By combining solid technical preparation with effective governance support, they kept stakeholders aligned and ensured progress stayed on track. Their work also enabled productive collaboration with NHS England’s implementation partner, Accenture. They proved themselves to be a reliable, capable partner we’d be happy to work with again. ”

**Russell King**

Director of IT Infrastructure for Dorset Providers  
& Deputy CDO, NHS Dorset Providers



# We Are Your Trusted Partner.

For 30 years, Trusted Technology Partnership has supported Healthcare organisations with IT solutions. We understand your focus is on caring for people, *we're here to provide the trusted expertise that makes that possible.*



## Shared Commitment and Accountability

As an employee-owned business, every team member has a direct stake in the success of your projects. This ownership mindset fosters a culture where individuals go beyond simply completing tasks; they actively seek ways to add value and deliver exceptional outcomes.



## Healthcare Technology Insight

With decades of experience in healthcare IT environments, we understand the challenges, clinical pressures, regulatory compliance, and operational realities. This expertise enables us to overcome obstacles and deliver solutions that integrate seamlessly into healthcare workflows.



## Continuity, Stability & Ethical Partnership

Our loyal, engaged team provides dependable long-term support. Built on transparency and integrity, we form partnerships based on trust, ensuring stability, ethical practices, and a shared commitment to success through open communication and collaboration.



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