

arc.

Real stories, real results.

Your trusted partner in healthcare
IT transformation.

We work with public and private healthcare providers including:



North Hampshire Urgent Care.

The customer

Working as part of the Integrated Urgent Care system, NHUC delivers OOH primary care and clinical assessment, and partners with local hospitals to operate Urgent Treatment Centres at Basingstoke & North Hampshire Hospital and at Frimley Park Hospital. The organisation supports a population of more than half a million people, handling tens of thousands of patient contacts each year.

The challenge

NHUC was operating on legacy systems with limited internal IT capacity. An internal audit surfaced urgent needs: stronger security, clear growth planning and consolidation, and the removal of a single point of failure in out-of-hours support. Following a tender, Arc embedded alongside NHUC's internal IT and operations teams. Together we agreed board-approved timelines and costs, set a clear cadence for delivery and aligned two complementary programmes.

The solution

- Resolve audit identified risks quickly.
- Reduce support required to clinicians through a smooth user experience on call / out of hours support tickets by 72%.

72%
reduction in
support required
to clinicians.

"Partnering with Arc has transformed how we operate day to day... Our teams are no longer tied up with reactive IT issues as they're free to focus on what really matters: delivering outstanding care."

Simon White

Director of Operations
Same Day Care

East Berkshire Primary Care.

"Our partnership with Arc has been built on trust, collaboration, and a shared commitment to deliver for our staff and patients. Their flexibility and ability to deliver at pace has been exceptional."

Matt Widdows

Chief Operating Officer

The customer

East Berkshire Primary Care (EBPC) is a not-for-profit social enterprise delivering NHS urgent and primary care across East Berkshire and nearby areas. Founded in 2004, EBPC focuses on improving access to healthcare, offering services such as GP out of hours, remote monitoring, extended access for PCNs, and more. With ~300 employees over 15 different services, EBPC's commitment to patient-centered care helps to reduce pressure on the NHS.

The challenge

Arc have worked with East Berkshire out of hours since 2012 and within a 4-week period of our first project, we were helping support the existing infrastructure and all of the staff and remote GPs. The second project was to help migrate the existing system over to updated resilient equipment. Working in conjunction with Adastra, we were able to seamlessly switch across from the older hardware minimising downtime. This was completed in early 2015 and helped the organisation to grow and support the resilience required.

The solution

- Arc migrated EBPC's systems to Microsoft Azure, creating a self-hosted Adastra cloud environment.
- Full failover testing, integration with Microsoft 365 services, and a resilient infrastructure.
- During a major Adastra outage in 2022, EBPC remained fully online, supporting both its own operations and other services.

What we deliver.

- Azure hosted environment for your Adatastra instance
- Full end-to-end support
- Power BI live reporting dashboards

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