

Transforming NHS Digital Infrastructure

Critical Network and ICT Managed Solutions



Contents

Discover how our specialised critical network, ICT and digital infrastructure managed services can elevate operational resilience and efficiency at every level of care.



About us

Our dedicated healthcare practice specialises in delivering resilient, secure, and scalable network and ICT infrastructure to healthcare providers, empowering them to embrace digital transformation and deliver exceptional patient care. With over 70 years of experience, we are a trusted partner to NHS trusts and private healthcare providers, addressing their evolving challenges and priorities.

Our expertise is grounded in supporting NHS organisations as they modernise and optimise their digital ecosystems. For example, we have played a key role in redesigning and upgrading network infrastructures, ensuring seamless communication and reliable data access across multiple sites. This work not only improves operational efficiency but also lays the foundation for interoperable systems that enable real-time information sharing, an essential component of modern healthcare.

Recognising the critical need for robust cybersecurity, we implement advanced protection strategies that comply with NHS requirements such as the NIS Regulations and Cyber Essentials standards. By safeguarding sensitive patient data and reinforcing endpoint security through solutions like Mobile Device Management (MDM) and endpoint configuration, we help healthcare organisations maintain uninterrupted service delivery while meeting regulatory standards.



70

years experience
in delivering
critical network
& ICT services

From ensuring gigabit-capable connectivity for data-intensive applications to executing complex infrastructure upgrades with minimal disruption, we are committed to aligning with NHS digitalisation goals. We take pride in delivering solutions that support remote diagnostics, telehealth, and proactive patient care strategies, empowering healthcare organisations to meet the challenges of today and tomorrow. Our teams are highly experienced, accredited by multiple vendors, and undergo thorough security clearance managed by our in-house Security Controller, ensuring we meet the highest standards of security and reliability.

Our healthcare IT expertise is backed by the resources and expertise of ITM—a trusted provider of critical network and ICT infrastructure services for much of the UK’s critical infrastructure. This expands our access to complementary services, capabilities, and resources across the wider Group, enhancing our ability to support ICT technical and managed service requirements.

Accolades

Security Cleared CNI Sector Specialists | ESG Compliance Focussed

Our certifications and memberships demonstrate our dedication to delivering secure, compliant, and high-quality solutions. Achievements such as EcoVadis Gold, ISO 9001, ISO 14001, ISO 45001, and ISO 27001 reflect our commitment to sustainability, safety, and operational excellence. As members of industry-recognised organisations like CHAS Elite, Constructionline Gold, and SafeContractor, we uphold the highest standards across all areas of our operations, ensuring trust and reliability for our customers.



Avetta
Proudly a member of the worlds largest supply chain risk compliance network.



Bicsi
Member of the global processional association supporting advancements of the ICT Sector.



CHAS Elite
Trusted 3rd Party Health & Safety Certification.



CIRAS
Confidential incident reporting & analysis service.



Construction Line Gold
A validated & pre-qualified supplier.



EvoVadis Gold
Gold Sustainability Rating Award.



Crown Commercial Supplier
An approved supplier of Goods & Services on several framework contracts.



FSQS
Validated by FSQS.



SafeContractor / Safe PQQ
Highly respected 3rd Party H&S Certification.



St Johns Ambulance
L3 Adult Mental Health:Workplace First Aider Qualification
EcoVadis.



EcoVadis Gold Sustainability Rating Award

The EcoVadis Gold sustainability rating places ITM among the top 5% of companies globally for sustainability performance. This recognition reflects exceptional management and practices across key areas of Environment, Labor & Human Rights, Ethics, and Sustainable Procurement. Achieving this rating demonstrates ITM’s commitment to responsible business practices and leadership indriving sustainable initiative Avetta.



Crown Commercial Supplier

We are a pre-approved Crown Commercial Service (CCS) supplier, ensuring compliance with rigorous public sector standards for quality, governance, and value. This accreditation allows public sector organisations to procure ITM’s services confidently, knowing they meet high standards for sustainability and social value commitments.

Healthcare sector expertise

Understanding your challenges

With NHS services under more pressure than ever, trusts are working tirelessly to boost operational efficiency and tackle unprecedented demand with innovations in healthcare delivery and technology.

The 2024 Autumn Budget allocated £2 billion to modernise NHS IT infrastructure and tackle the issues of outdated and legacy IT systems highlighted in the Darzi review. Investment is intended to enhance interoperability, cybersecurity and overall digital integration across NHS services. These support the strategic goals of streamlining operations and improving patient care pathways.

As they continue to prioritise patient care, trusts must keep pace with evolving digital needs, from connectivity needs to digitised health and legacy system upgrades. There's a growing demand for digital healthcare provision like telehealth and remote monitoring. At the same time, addressing connectivity challenges to secure gigabit capable connectivity and safeguarding sensitive patient information against increasing cyber threats remains a priority, all while maintaining uninterrupted service delivery.

£2 billion
allocated in 2024
Autumn Budget to
modernising the NHS
IT infrastructure





Proactive healthcare strategies and digital transformation

A key strategic priority for NHS service providers is transitioning from reactive healthcare approaches to proactive, preventive, patient-centred care. This shift relies on extending digital healthcare services, as well as leveraging data analytics, early detection systems, and strategies that prioritise patient well-being. To achieve this, digital transformation is essential. By implementing a scalable network and secure Internet of Medical Things (IoMT) Infrastructure, you can support remote patient care, optimise resource management, and ultimately enhance patient outcomes. Yet, these healthcare services depend heavily on robust internet connectivity and resilient digital infrastructure.

Here's how we can help

We have extensive experience helping NHS trusts digitalise, connect and transform. Our critical network, ICT and digital infrastructure services support NHS digital transformation initiatives by providing the essential foundation for establishing secure, reliable and scalable healthcare networks. Uninterrupted connectivity and cyber resilient networks are non-negotiable for maintaining high standards of patient care. We give you the firm footing you need to extend digital healthcare services with robust protection for sensitive patient data.

Our expertise ensures that you can confidently pursue digital initiatives that align with your strategic priorities while preserving service continuity and operational resilience.

Our tailored solutions

We deliver tailored solutions to NHS England, various NHS trusts, NHS Foundation Trusts, and private clinics around the country.

We understand that your patients are your priority. Our solutions are designed to ensure continuity of care by facilitating the transition to new technologies without disrupting existing services. We will support your operational needs while ensuring you're ready to meet evolving patient needs, regulatory requirements, and operational challenges of tomorrow.

How Bates IT supports NHS compliance and IT modernisation

With a deep understanding of the healthcare sector's regulatory landscape, we help NHS Trusts achieve compliance across network and ICT systems. Our IT services are specifically designed to support NHS organisations in navigating complex regulatory requirements and ensuring secure, resilient infrastructure.



Key areas include:

Cybersecurity and compliance solutions

We offer multi-layered security protocols and compliance assessments, aligning with NIS, Cyber Essentials, and DSP Toolkit standards. By implementing advanced security controls, we ensure NHS Trusts meet data protection obligations and maintain high levels of cybersecurity, essential for safeguarding patient data.

Interoperable network architecture

Our network solutions adhere to NHS interoperability standards, ensuring that ICT systems and networks integrate smoothly with NHS core systems. This is particularly valuable in supporting the Government's push for connected healthcare and real-time information sharing between providers.

HSCN-compliant network services

Our expertise in HSCN standards ensures that NHS Trusts benefit from secure, high-performance connectivity. Our team provides HSCN-compliant network design and deployment services that support data-intensive healthcare applications, from electronic health records to diagnostic imaging, ensuring consistent and reliable network performance.

Proactive monitoring and risk management

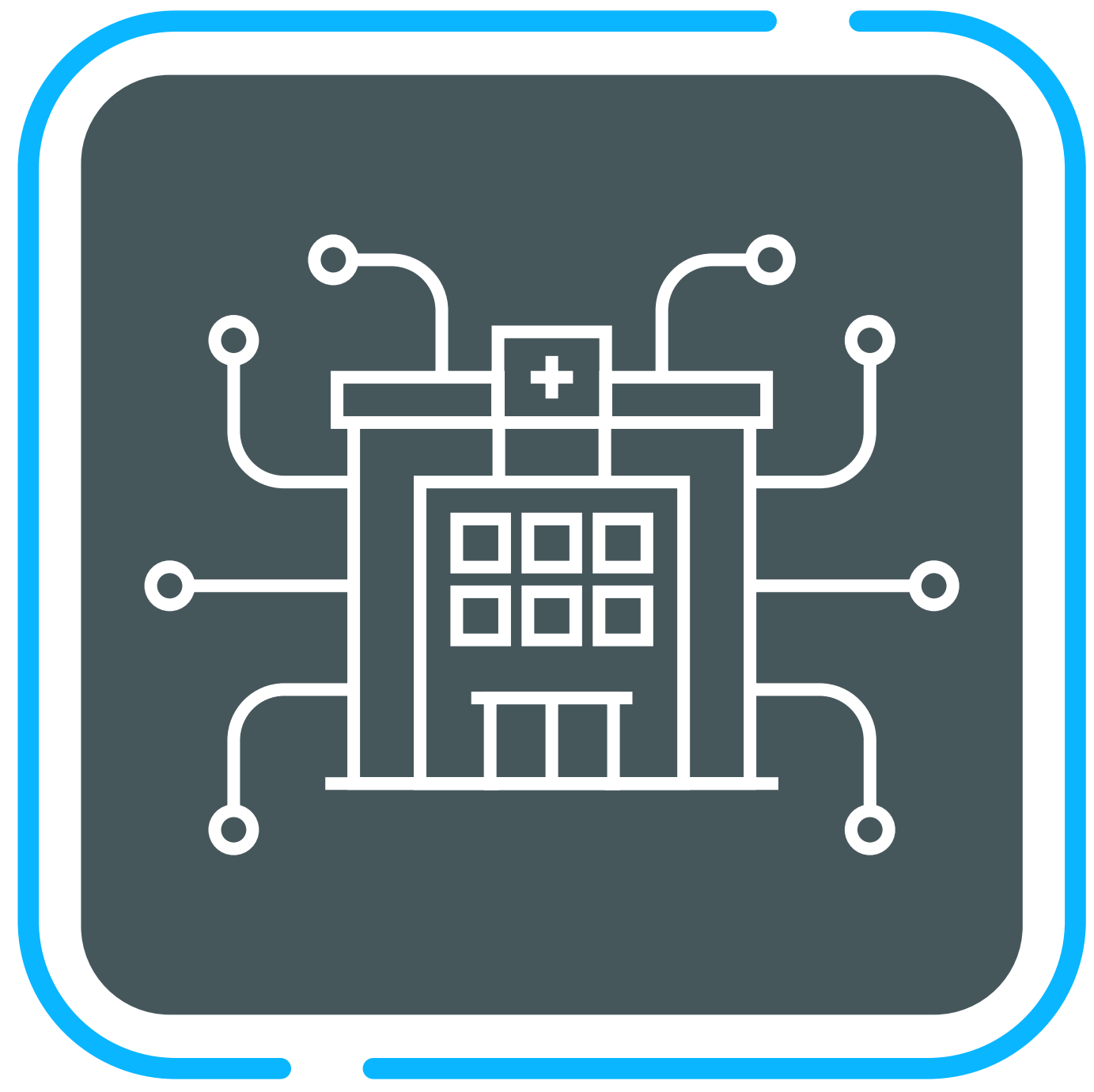
We also offer continuous network monitoring and risk management, helping NHS Trusts comply with regulatory mandates for ongoing security assessments and incident response. This proactive approach minimises the risk of disruptions, ensures network resilience, and keeps healthcare services operational.

NHS organisations gain a partner focused on regulatory compliance, security, and interoperability. Our commitment to ESG principles also aligns with the NHS's sustainability goals, making us a trusted choice for healthcare providers aiming to build secure, efficient, and compliant digital infrastructures.



Our work

Bates IT's use cases illustrate our commitment to supporting healthcare organisations in achieving resilient, secure, and efficient digital infrastructures. We have worked with NHS trusts across the country to help deliver on their critical infrastructure and support countless digital transformation projects.



Onsite IT support and proactive monitoring—Sussex Partnership NHS Foundation Trust

Bates IT’s 24/7 service desk and proactive system monitoring for Sussex Partnership NHS Foundation Trust directly align with the government’s focus on improving NHS productivity through technology.

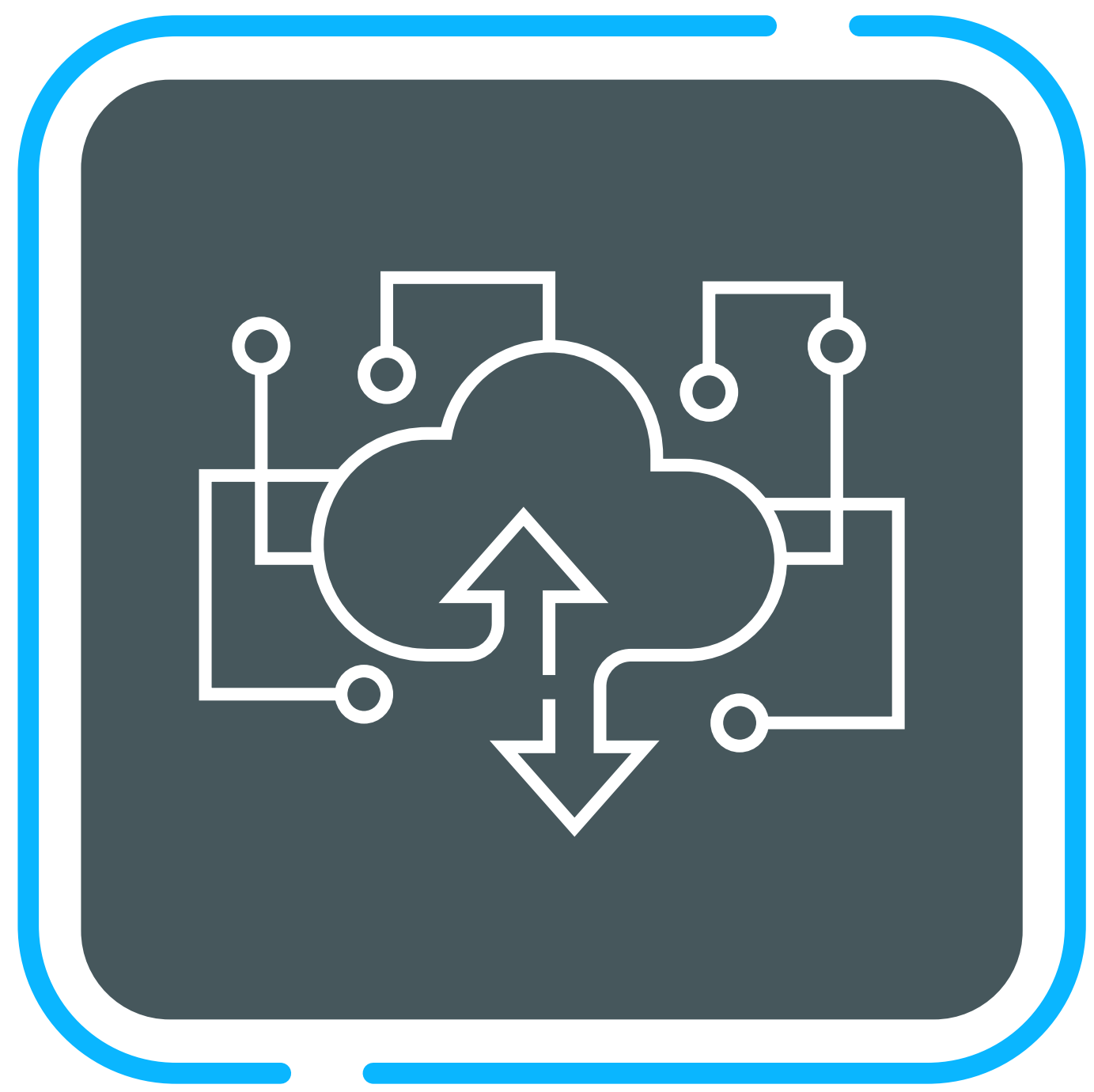
By providing uninterrupted IT support to over 7,000 users across Sussex and Hampshire, Bates IT ensures minimal downtime and enhanced service delivery. This proactive support enables trusts to focus on delivering patient care while maintaining compliance and operational resilience.



Network design and optimisation—Newham University Hospital (Barts Health NHS Trust)

Bates IT’s structured cabling project at Newham University Hospital (Barts Health NHS Trust) delivered a critical Wi-Fi upgrade, enabling robust and seamless connectivity across the facility.

This project supports the government’s focus on providing the digital infrastructure necessary for advanced healthcare services, such as electronic patient records (EPRs) and telemedicine. By ensuring high-speed, reliable network operations, Bates IT is helping the NHS move towards a more connected, data-driven healthcare model.



IT infrastructure management and cloud solutions—Frimley Health NHS Foundation Trust

Bates IT’s support for Frimley Health NHS Foundation Trust included migrating from legacy email systems to NHS Mail, consolidating systems across merged trusts.

This modernisation improved operational efficiency and enhanced secure data access for healthcare professionals. This project reflects the government’s commitment to replacing outdated infrastructure with scalable, cloud-based solutions that enable smoother digital operations and integration across NHS services.



ICT support for diagnostic and treatment hubs—East London NHS Foundation Trust

With the government prioritising digital transformation to expand healthcare access, Bates IT demonstrated agility in its work with East London NHS Foundation Trust to establish a Covid Vaccination Centre at Westfield Stratford.

Within just seven days, Bates IT surveyed, designed, and deployed secure cabling infrastructure to enable Wi-Fi connectivity, supporting the urgent public health response. This project exemplifies the importance of scalable and rapid deployment capabilities in achieving government goals for more decentralised and responsive healthcare services.

Our solutions

We provide infrastructure and managed services across six key capabilities:

Infrastructure Design, Supply & Installation Services

-  Network Services
-  IoT Infrastructure Services
-  Critical ICT Infrastructure

Managed, Technical & Professional Services

-  Onsite Technical Services
-  Offsite Technical Services
-  Digital Infrastructure Services

[View services](#)



Network Services

Our wired and wireless network design, supply, and installation services offer a comprehensive solution for creating robust and efficient networking environments.

This helps healthcare organisations ensure they have secure, resilient, and high-speed connectivity essential for uninterrupted patient care and operational efficiency. We can address NHS priorities including immediate connectivity challenges and providing gigabit-capable infrastructure to support critical healthcare operations. This includes managing the PSTN switch-off to ensure continuity and enabling future-ready wireless advancements, such as Li-Fi trials and private mobile networks, to enhance digital health initiatives, remote care, and data-driven decision-making.

We begin with a thorough assessment of your needs, including network traffic, user requirements, and existing infrastructure. Our design team then crafts a tailored network blueprint that optimises performance, scalability, and security, integrating the latest technologies and best practices.

For wired networks, we manage the complete installation process, from cabling and hardware setup to configuration and testing. Our wireless network solutions include strategic placement of access points, frequency planning, and interference mitigation to provide seamless coverage and high performance.

Post-installation, we offer support and maintenance services to address any issues, make adjustments, and ensure continued network efficiency.



Services

[View services](#)

- Structured cabling solutions and systems
- Fibre cabling systems
- Copper cabling systems
- Wi-Fi surveys, design, installation, support
- Wi-Fi active surveys
- Wi-Fi APOS site surveys
- Wi-Fi passive site surveys
- Wi-Fi predictive desktop surveys
- Wi-Fi solutions and network equipment
- Specialist Wi-Fi survey and installations
- Mobile wireless design and installation
- Mobile 4G/5G surveys
- Mobile 4G/5G router installation
- Layer 2/3 networking
- Secure Layer 4 networking (DPRM)
- In-building wireless & DAS
- External networks & OSP
- Industrial Ethernet & telemetry
- In-house pre-terminated cabling
- Blown fibre
- Metropolitan area networks (MAN's)

IoT Infrastructure Services

Our IoT supply and installation services deliver end-to-end solutions for integrating Internet of Things technologies into your operations.

We handle everything from sourcing and procuring IoT devices and sensors to their installation and configuration. Our team ensures that each device is seamlessly integrated with your existing infrastructure and optimised for performance.

We provide comprehensive support, including network setup, data management, and security measures, to ensure the devices function reliably and securely. By offering tailored solutions and expert installation, we help you leverage IoT to enhance efficiency, monitor systems in real-time, and drive actionable insights.

As the NHS moves towards proactive, data-driven models of care, our IoT services enable healthcare providers to leverage real-time monitoring, remote diagnostics, informed decision-making, and efficient resource management for better patient outcomes.



Services

[View services](#)

- IoT sensors and infrastructure
- Environmental monitoring sensors
- Municipal assets sensors
- Workplace management sensors

Critical ICT Infrastructure

Our ICT design, supply, and installation services deliver comprehensive solutions for healthcare providers tailored to NHS priorities and your operational goals.

We start with ICT design, where our experts assess your requirements and craft customised plans to optimise your infrastructure. This includes network design, system architecture, and technology selection.

Once the design is finalised, our supply services take over. We source high-quality hardware, software, and other technology components from reputable vendors, ensuring that every element meets industry standards and integrates seamlessly with your existing systems.

Our installation services bring the design to life. Our skilled technicians handle the setup, configuration, and integration of all ICT components, from servers and workstations to networking equipment and peripherals. We prioritise minimal disruption to your operations and ensure that all systems are fully operational and tested before completion.

Our end-to-end approach guarantees that your ICT infrastructure is robust, scalable, and tailored to support current and future healthcare needs.



Services

[View services](#)

- Managed meeting room infrastructure builds
- Security, CCTV, analytics and access control
- AV and entertainment infrastructure
- Digital signage and IPTV
- Racking and cabinets
- UPS, power and electrical
- Power Distribution Unit (PDU) strips
- Inventory management
- Hot & cold aisle containment
- Intelligent infrastructure management
- Infrastructure management solutions (KVM)
- Precision cooling
- DCIM
- Fire and smoke detection

Onsite Technical Services

Onsite technical network and ICT services provide comprehensive, cost-effective, and efficient support for healthcare providers to maintain and optimise their technology infrastructure while ensuring that day-to-day activities are uninterrupted.

These services typically include installation, configuration, maintenance, updates, troubleshooting and user support for network systems, servers, routers, switches, and other ICT equipment.

Technicians work directly at the customer's location to ensure minimal downtime and smooth operations, addressing both hardware and software-related issues.

Our services are designed to be flexible and adaptable. They can be delivered 'a la carte', or tailored to specific customer requirements under a managed service contract or master services agreement.



Services

[View services](#)

- Technical infrastructure, due diligence and surveys
- Projects, installations, moves, adds and changes
- PRINCE2 experience
- Infrastructure refresh and roll outs
- Infrastructure audits and documentation
- Managed print
- EUD refresh, PC, laptop, tablet, monitor, peripherals, printers, phones
- Problem management and resolution
- ITIL service setup and management
- Hand and eyes/smart hands support
- Campus fibre and duct management
- Comms room management and tidy ups
- Back ups, restores and failovers
- Rack/stack, migration and equipment installation
- Hot swap/equipment spares
- Data and electrical small works
- Desktop support, OS, security patches and remote access
- Hardware and vendor support
- Data centre monitoring, temperature, access, infrastructure
- Hardware and software break/fix
- Procurement, supply and stock management
- Custom service catalogues
- Service level management
- Shared drives, creation, access, management, storage allocation
- Device warranty management
- WOW (Workstation on Wheels) support and monitoring
- PEN and physical security access testing (war games)
- Patching services
- Portable Appliance Testing (PAT)

Offsite Technical Services

Offsite technical build, configuration, test, and logistics services streamline IT infrastructure deployment, ensuring that systems are pre-configured, tested, and ready for operation upon delivery.

Our offsite services include assembling hardware components such as networking devices, servers and other ICT infrastructure in our secure offsite facility. Configuration services involve installing and configuring operating systems, software, and network settings according to the customer's specifications.

By using offsite services, organisations can accelerate project timelines, minimise downtime, and reduce the complexity of on-site installations. These services are ideal for large-scale equipment deployments, multi-location rollouts, technology refreshes, and facilities looking to reduce the need for on-premises IT resources.

Services can be delivered 'a la carte', or tailored to specific customer requirements under a managed service contract or master services agreement.



Services

[View services](#)

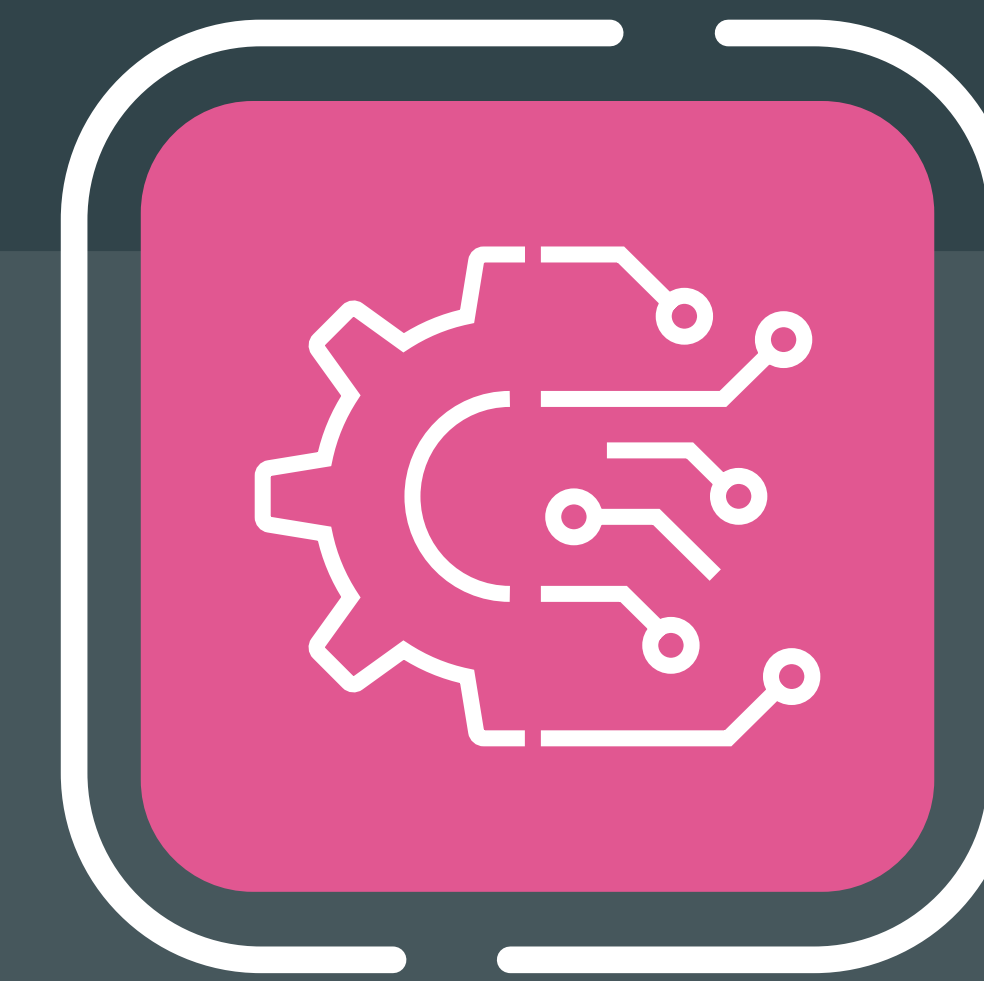
- Solution design, proof of concept and pre-stage
- Secure storage and customer swing space
- Config pre-stage
- Logistics and managed deliveries
- PC build
- Base rack builds
- Rack infrastructure builds
- Switch and server installation
- Bespoke hardware
- Rack power and data cabling
- Knowledgebase creation, user training and management
- Service desk & management (24/7/365)
- Asset tracking & management (HW/SW)
- First, second, & third line support
- RMA management
- WEEE disposal
- Configuration management (pre-stage, CMDB updates)
- Change management
- Image flash
- Load testing
- Predetermined cabling
- Packaging reduction
- PAT testing
- Power on testing
- Custom labelling

Digital Infrastructure Services

Our digital infrastructure services provide healthcare providers with robust, scalable, and secure IT environments to support digital transformation and innovation.

We offer end-to-end solutions, including cloud infrastructure management, network optimisation, data centre operations, cybersecurity, and disaster recovery. Our services ensure critical systems' high availability, performance, and security, enabling seamless operations and growth.

With expertise in modernising legacy systems, implementing hybrid cloud strategies, and automating IT processes, we help organisations achieve greater agility, cost-efficiency, and reliability. Our tailored infrastructure solutions empower healthcare providers to extend digital healthcare services and enhance patient care.



Services

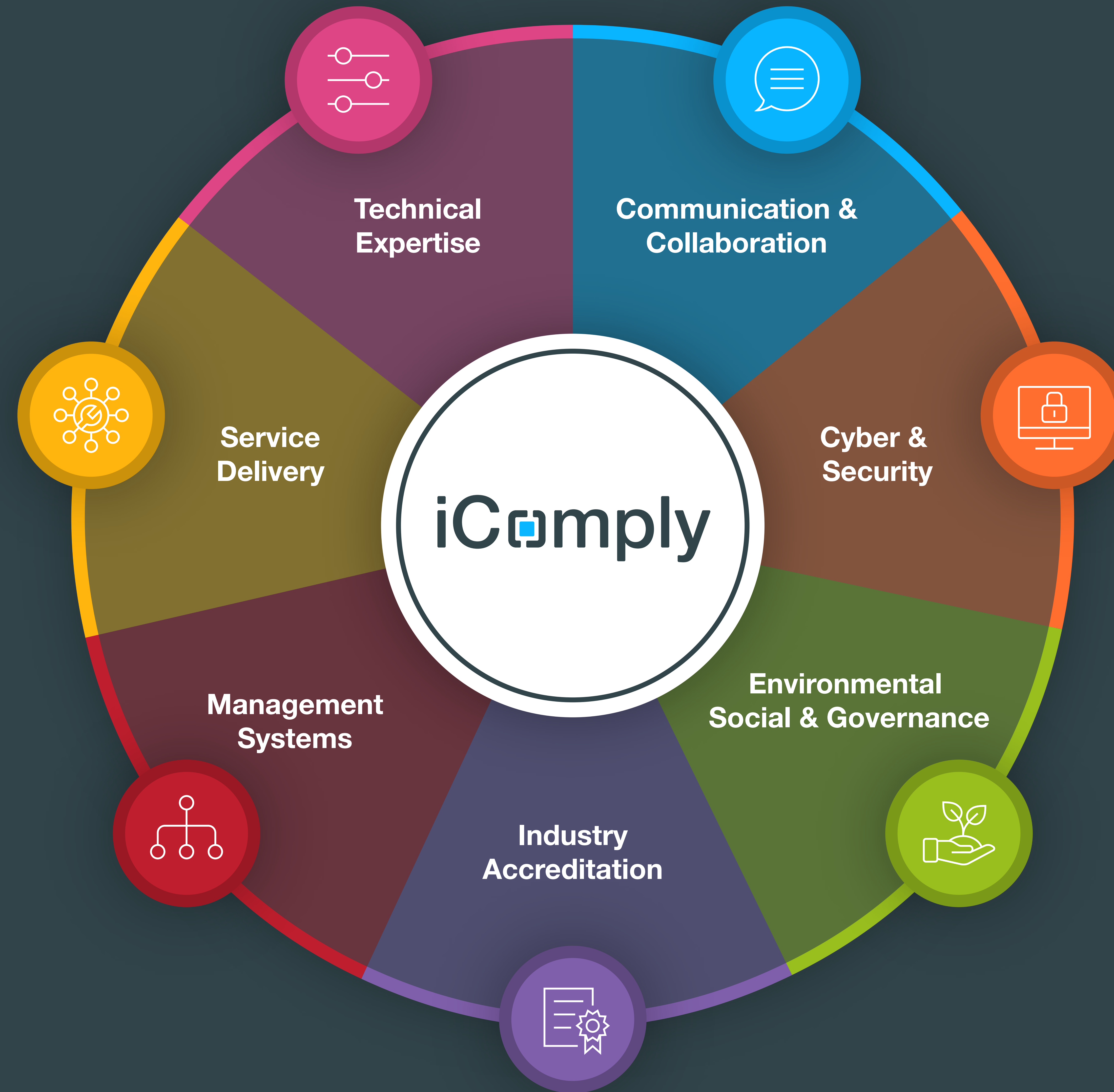
[View services](#)

- Digital transition and programme management
- Digital orchestration and integration
- ITSM platforms and service development
- Data management and information security
- VM creation/support
- Custom ITSM tooling
- SCCM/MECM support, packaging and focused distribution

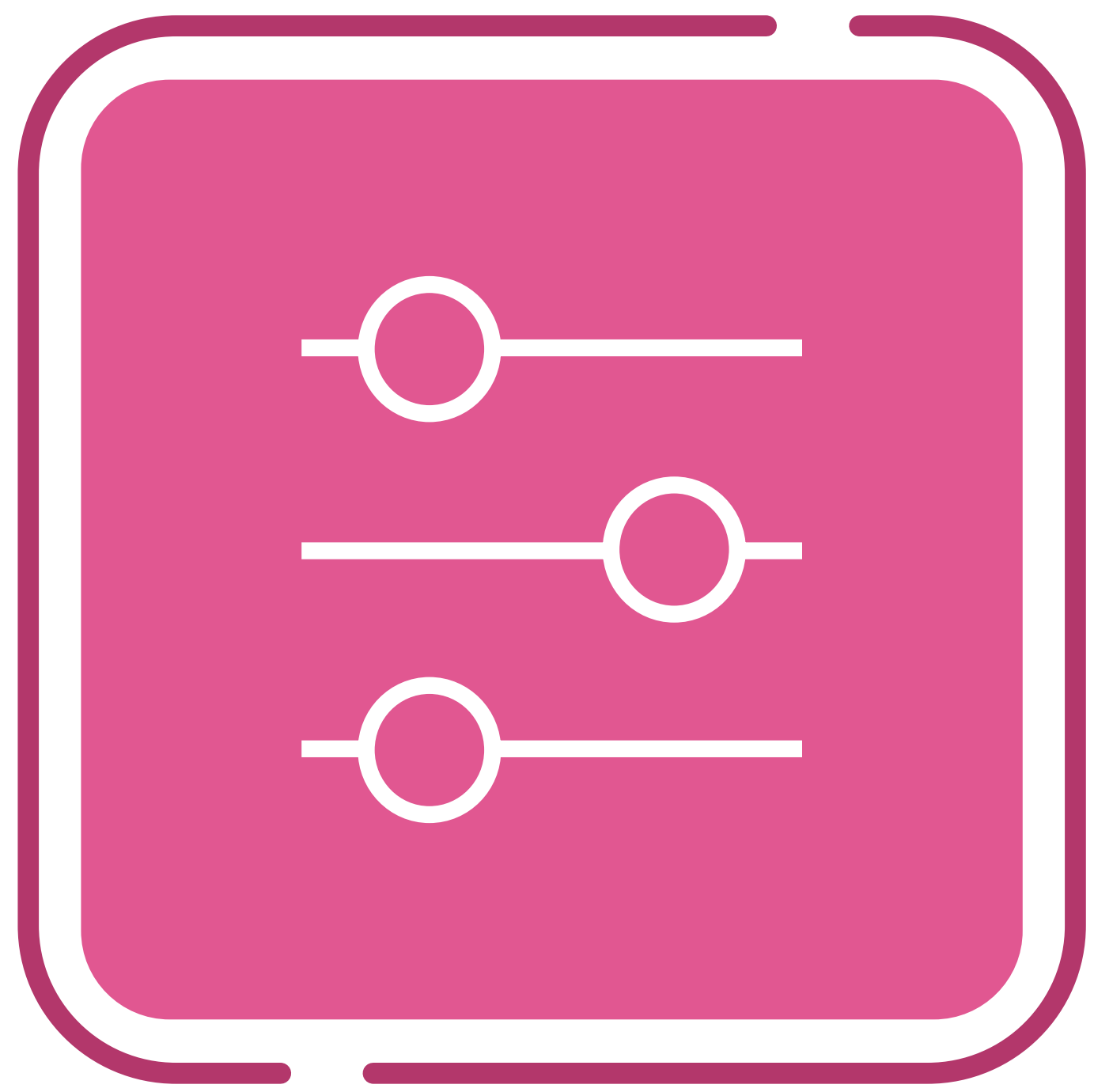
iComply

Comprehensive Compliance Solutions

We are proud of our extensive compliance achievements and have aggregated our various management systems, accreditations, certifications, processes, procedures and areas of expertise under our “iComply” brand.



Delivering
the highest level of
client service assurance



Technical expertise

At ITM, we believe in investing in our people. We provide ongoing technical training to enhance our employees' skills and knowledge, ensuring they consistently deliver in line with industry best practices. As technology advances and customer demands evolve, we recognise that the expertise of our workforce helps drive success. Our engineering teams are highly experienced and multi-vendor-certified CNI specialists.

Training & Certification:

- CNET
- BSI Online
- Multi-Vendor Certified
- Market Expertise
- FIA
- FPA



Communication and collaboration

We're all about working smart. Our 'one team' culture is underpinned by effectively sharing information and knowledge. That's why ITM have carefully selected tools designed to simplify tasks for our workforce. From real-time communication and seamless data sharing to interactive training, our suite of tools keeps us connected and organised. This leads to increased productivity and helps ITM keep everything running efficiently.

Systems & Platforms:

- Office 365 suite
- iAuditor
- EdApp



Cyber and security

In today's digital landscape, robust cyber & information security practices and certifications are crucial for safeguarding against increasing global threats. ITM prioritise cyber & information security to ensure defence against sophisticated attacks, compliance with regulations, and to ensure data protection. Our certifications strengthen our security by mitigating cyberattack risks and demonstrate compliance with industry best practices to build customer and stakeholder trust.

Systems & Certification:

- ISO 27001
- Cyber Essentials
- Cyber Essentials Plus
- Security Compliance

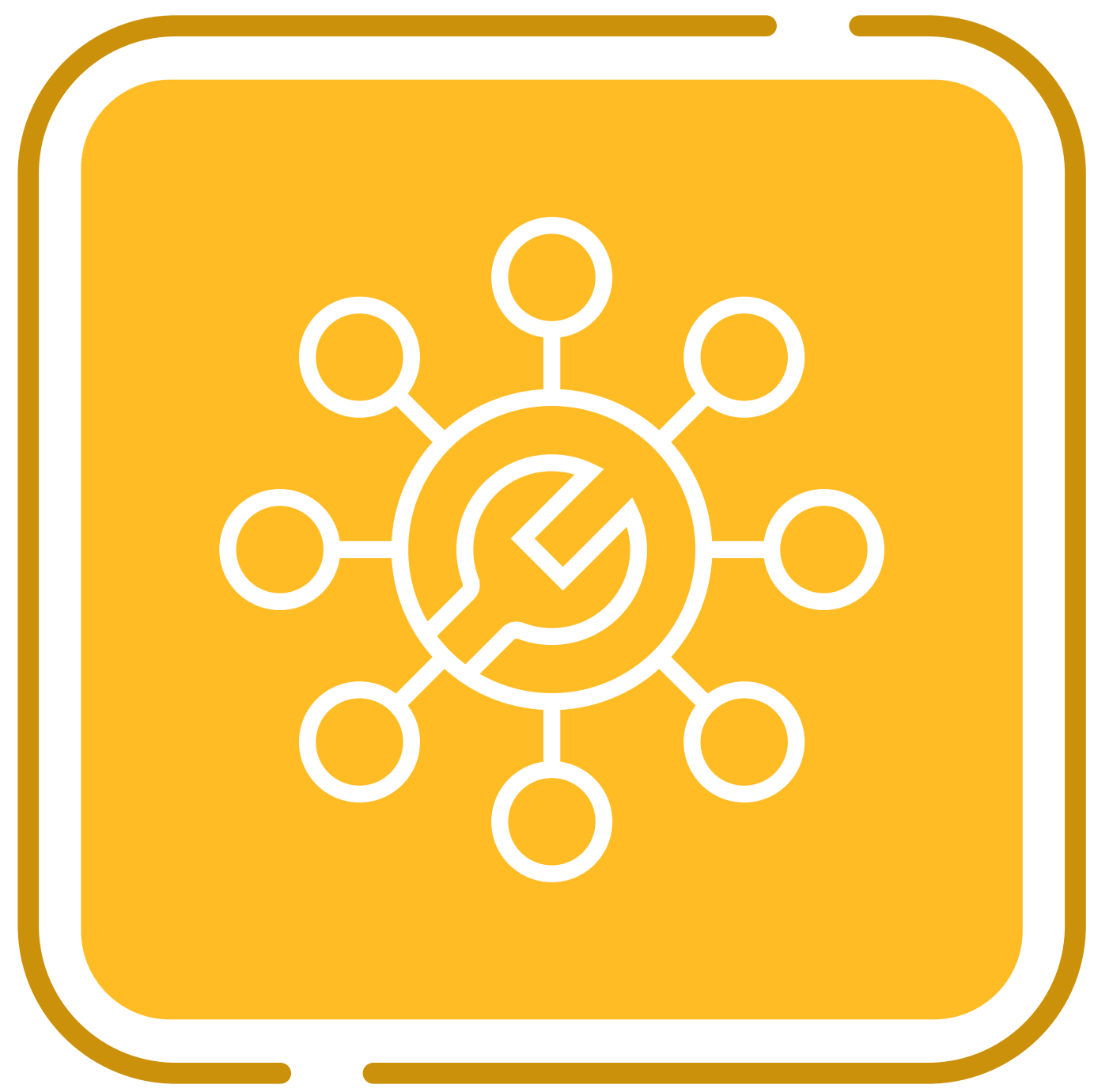


Environmental, Social & Governance

Environmental, social, and governance are embedded in our DNA. They drive every decision we make to deliver resilient, sustainable, and responsible solutions. At the heart of our operations is a deep commitment to Environmental, Social, and Governance (ESG) principles. Compliance and sustainability are integral to our brand, as demonstrated by our various ESG commitments.

Initiatives & Certification:

- EcoVadis Gold
- Science Based Targets
- Carbon Emissions Reporting
- Carbon Reduction Plan
- Carbon Offset
- CDP Disclosure
- ESG Committee

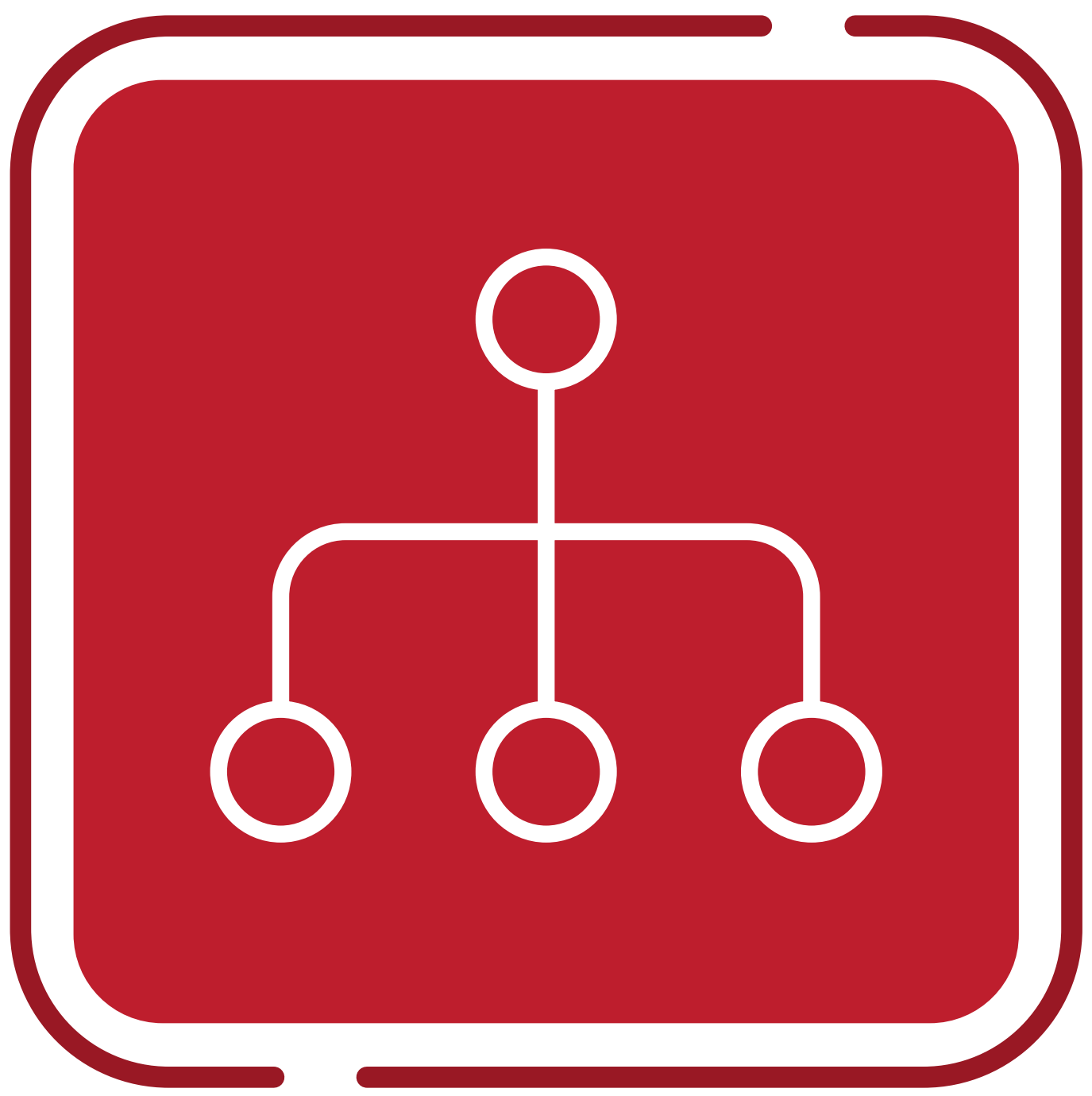


Service delivery

ITM acknowledges the importance of meeting our customers’ expectations for service excellence. To enhance our service delivery further, we have invested in industry-leading systems and platforms supported by dedicated departments such as our Service Management Office (SMO) and Project Management Office (PMO). From resource scheduling to process optimisation, ITM leverages advanced tools and platforms to ensure operational efficiency and deliver exceptional customer service.

Systems & Platforms:

- | | |
|-------------------------------------|---|
| • Client Portal / Service Catalogue | • Service & Project Management Office (SMO & PMO) |
| • CRM | • Smartsheet |
| • SimPRO | |
| • LinkWare Live | |

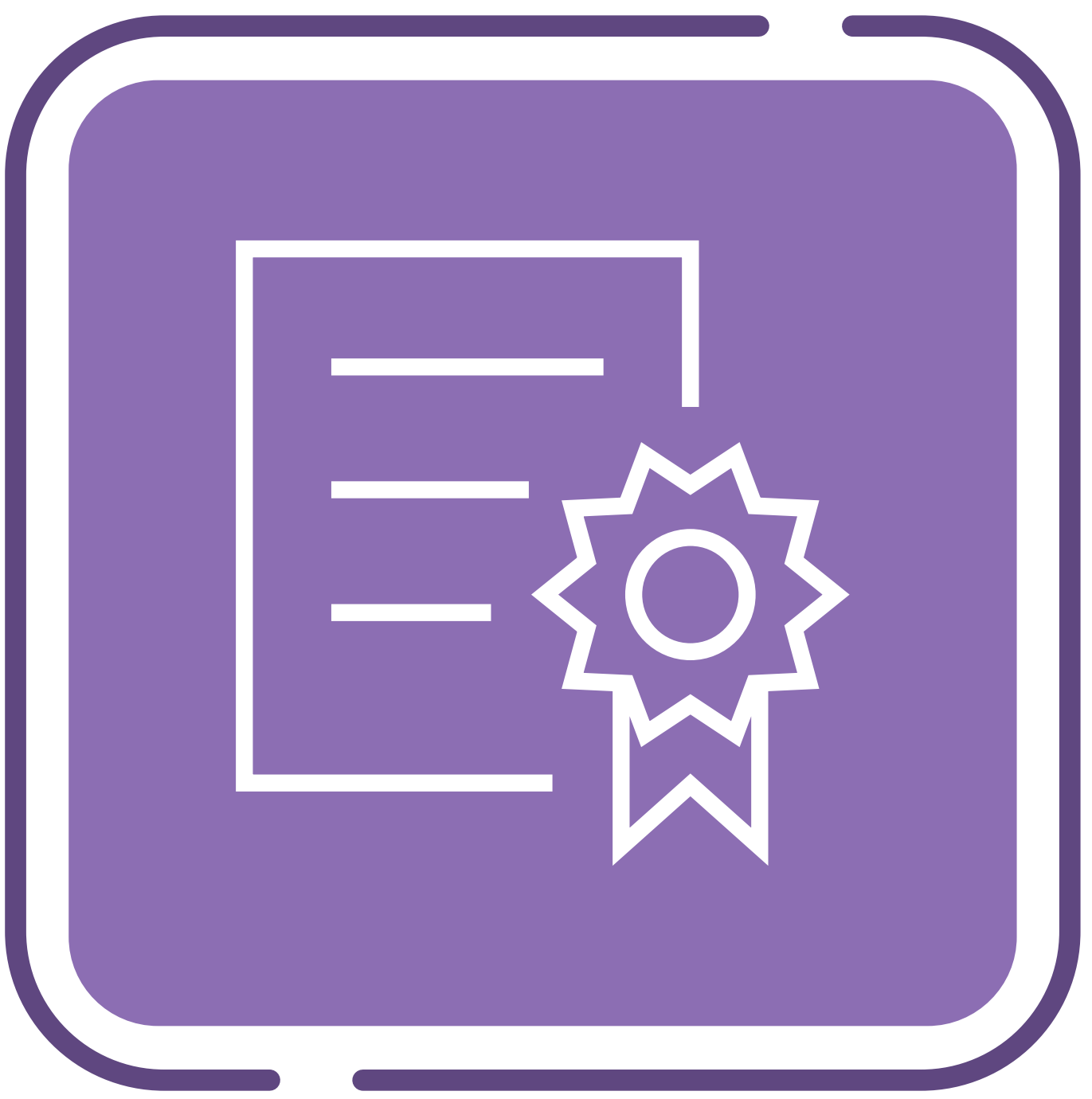


Management systems

Quality, governance, and compliance are central to our operations. Through our integrated SHEQIS Management System, we ensure efficiency, minimise duplication and adopt a streamlined approach. This unified framework consolidates multiple standards, offering a comprehensive perspective on our performance, which facilitates informed decision-making and drives continuous improvement. We are proud to have achieved certification through NQA, a UKAS-accredited certification body.

Systems & Certification:

- | | |
|-----------------------|--|
| • Integrated SHEQIS | • ISO certified via UKAS accredited certification body |
| • ISO 9001 | |
| • ISO 14001 | • Compliance Portal and Apps |
| • ISO 45001 inc. SSIP | • SHEQIS compliance as a whole |
| • ISO 27001 | |



Industry certification

At ITM, we are deeply committed to doing things the right way. We have cultivated a strong health and safety culture beyond compliance and ‘ticking a box’. Our proactive approach prioritises exceeding standards and ensuring the utmost protection for our workforce’s health, safety, and well-being. Our numerous certifications stand as a testament to our dedication to maintaining excellence in this area.

Certification:

- | | |
|-----------------------------|----------|
| • CHAS Elite | • RISQS |
| • ConstructionLine Gold | • BICSI |
| • SafeContractor | • Avetta |
| • Crown Commercial Supplier | • FSQS |
| • CIRAS | |

Customer Testimonials

We have worked with NHS trusts across the country to help deliver on their critical infrastructure and support countless digital transformation projects.

During the height of the coronavirus pandemic, we were the leading provider of critical infrastructure to the Nightingale Hospital in London. We are proud of our track record and urge you not to take our word for it but speak with our former customers if you can.

Read on for some testimonials from customers who have worked with us.



Tina Giles,
Director of Technology,
Sussex Partnership NHS Foundation Trust

“The Sussex Partnership NHS Foundation Trust have worked with Bates IT since September 2020 and would have no hesitation in recommending their services. The Directors take personal care and pride in the support of the Trust and their staff also provide that same level of care and diligence.

The scope of services provided by Bates IT is extensive and delivered to the highest possible standards. Bates IT provide our service desk support as a 24/7/365 service to our staff across Sussex and Hampshire and the team are knowledgeable, professional, and provide exceptional customer service.

In addition, they have implemented major projects and provide a fully supported service for our wireless infrastructure, Integrated Audio-Visual equipment and replacement programme for our multi-functional devices (printers/scanners). They provide comprehensive and timely updates on project progression and have the flexibility needed to accommodate our ever-changing model.

Bates IT are a very flexible and agile partner and have always met and exceeded the needs of SPFT with the ability to provide the right service required within sometimes very tight timescales. Their staff are always well presented, technically capable and slot into our organisation seamlessly and quickly add value to whatever they are being engaged to carry out. SPFT would recommend Bates IT to any organisation who are looking to complement their existing teams with external expertise and resources.”



Shauna McMahon,
Former CIO, Frimley Health NHS Foundation Trust

“The Bates Group supplemented our Digital Services Programme on two major projects - a full network upgrade and the migration from two old outlook email exchange servers and consolidation to NSH Mail across two merged Trusts.

They also provided some service desk support as we consolidated the two service desks to a one stop service desk for the Trusts. The Bates Team were knowledgeable, professional, and provided exceptional customer service. They provided comprehensive updates on Project Progression and were true to their proposal. The project lead, had ITIL expertise and added a lot of knowledge sharing with our team. The company is a joy to work with and I would highly recommend them.”



Kathy Lanceley,
Joint IT Director, Chelsea and Westminster Hospitals
NHS Foundation Trust (CWH)

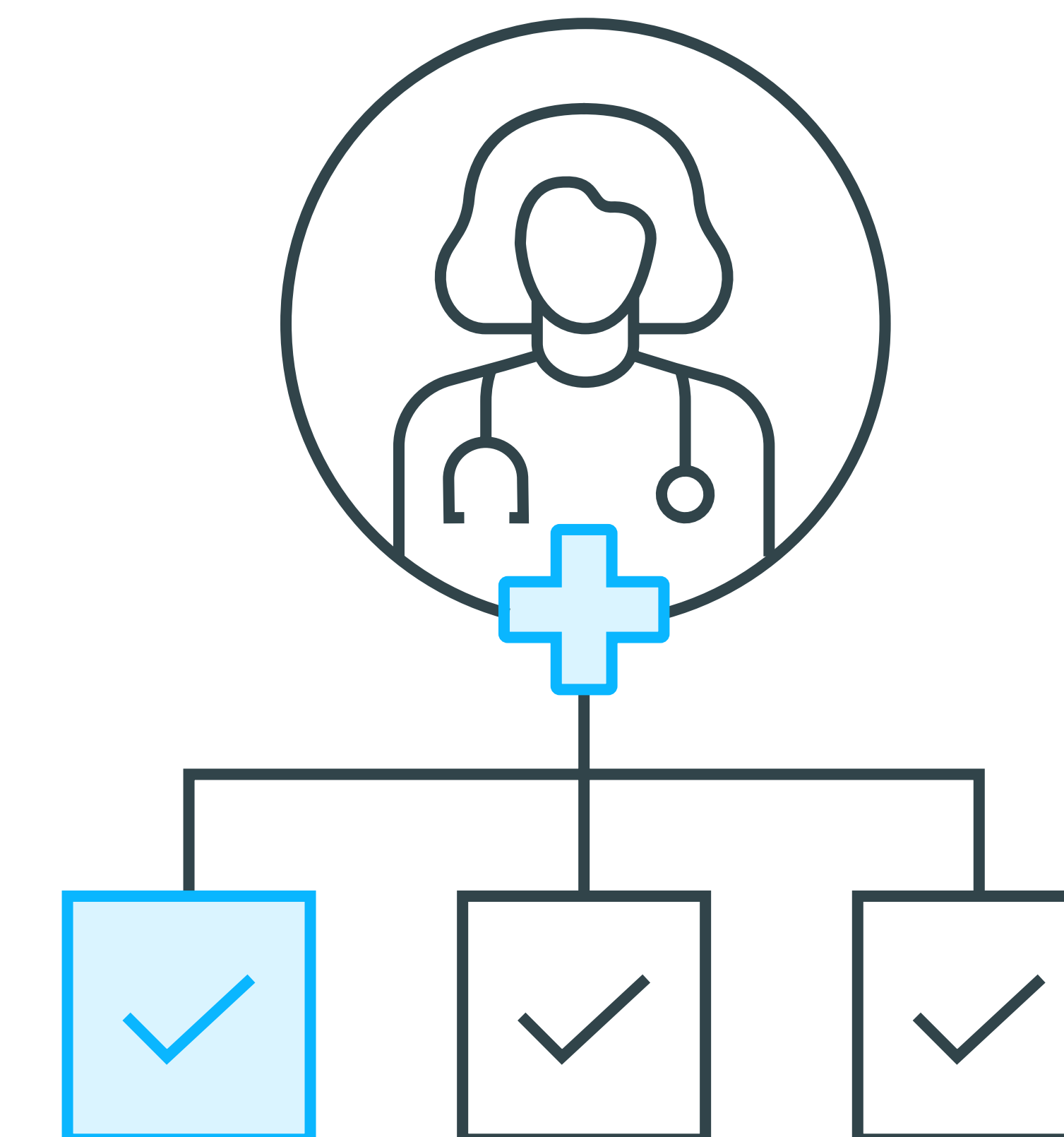
“The Bates team have handled the complexity of the project, the tight timescales and the sensitive nature of working in a healthcare environment very well. They have a strong set of methodologies for this type of project and at the same time have been flexible in accommodating the operational needs of the hospitals. I would be happy to work with the Bates team again.”



Richard Cousins,
Former Chief Operating Officer, SPHERE “The IT
Shared Service”, Chelsea & Westminster & Royal
Marsden NHS Foundation Trust

“I have worked with the Bates Group for 10 years now and have found them to be a first-class organisation. They have assisted in large scale projects such as desktop refreshes to minor issues such as proving extra technical support on the ground when needed.

Bates Group are a very flexible and agile partner and have always met and exceeded the needs of SPHERE with the ability to provide the right service we require within sometimes very tight timescales. Their staff are always well presented, technically capable and slot into any organisation seamlessly and quickly add value to whatever they are being engaged to carry out. I have no hesitation in recommending the Bates Group to any organisation who are looking to complement their existing teams with external expertise and resources.”





Graham Kirk,
ICT Project Manager, Newham University Hospital,
Barts Health NHS Trust

“The Bates Group took on the structured cabling works for a major Wi-Fi upgrade project at Newham University Hospital. Their experience in working in an NHS environment was invaluable in ensuring a smooth and efficient installation process and enabling the completion of the project ahead of schedule, despite having to work through the peak of the Covid 19 pandemic.”



John Smith,
ICT Project Manager,
East London NHS Foundation Trust

“I was informed of plans for a new Covid Vaccination Centre at Westfield Stratford on a Friday afternoon. I phoned Michael Murphy (Bates PM) and we agreed to meet Monday morning at 8 am. We surveyed the site all morning with a plan to install cabling to ensure WIFI coverage throughout the site.

Michael sent over the quote the same afternoon, Cabling technicians were on Site on Friday worked through the weekend and completed it on Monday. A 7-day turnaround from survey to completion – a fantastic achievement. Bates is a company that I have used for over 12 years. they are always available to deliver, assist and give guidance on projects when needed.”

Contact us to discuss requirements

Bates IT

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