



Driving Sustainability, Compliance and Operational Efficiency:

How an NHS Trust Modernised Its Device Estate

One of the busiest healthcare providers in the Midlands needed to modernise its end-user technology estate to support clinical teams, administrators and support staff across multiple hospital and community sites. With thousands relying on reliable and secure devices, the Trust faced ongoing challenges linked to ageing hardware, budget constraints and operational pressures.

Since 2021, TET has worked in partnership with the Trust to strengthen its device strategy. Evolving from a reactive supplier to a long-term strategic partner focused on sustainability, compliance and value for money.





The Strategic Requirement

Technology that supports critical NHS services

Like many NHS organisations, The trust faced a number of pressures across its device landscape:

Key Requirements Included

- **A rapid response** to the Windows 10 End-of-Life (EOL) deadline
- **Budget constraints** preventing a traditional full-fleet refresh
- **Procurement challenges** and complex approval pathways
- **Limited on-site storage capacity** for new or replacement hardware
- **A need for consistent, secure and compliant end-user devices** to support clinical and administrative teams

The Windows 10 EOL milestone became a compelling event, making it essential for the Trust to modernise its device estate quickly, but without the financial flexibility typically required for thousands of new devices.

TET stepped in to help the Trust explore a different approach: one that aligned with NHS budget realities, sustainability commitments and operational pressures.

From ad-hoc supply to a structured, sustainable strategy

Introducing Second Life Hardware for NHS Affordability & Sustainability

Asset Tagging, Lifecycle Management & Operational Efficiency

TET worked with the Trust to design a refresh strategy centred around **BSI-certified refurbished (Second Life) devices**.

This approach delivered:

- **Full compliance** with current operating system requirements
- **Significant cost savings**, enabling broader device coverage
- **Reduced lead times**, helping clinical teams avoid disruption
- **A high-quality, reliable user experience** through certified refurbishment processes

Alongside immediate operational benefits, the solution delivered measurable sustainability impact:

495,000 kg
of carbon avoided

By extending hardware lifespan and reducing demand for new device production.

2,664 kg
of e-waste prevented from landfill

BSI-refurbished hardware supports a true circular economy.

1,800
trees planted and donations made

A tree planted for every device purchased, reducing long-term environmental impact.

Beyond sourcing devices, TET provided a full wrap-around service tailored to the Trust's operational challenges:

- **Asset tagging & configuration**
Every device arrives ready for deployment, reducing internal IT workload.
- **Lifecycle management support**
Enabling the Trust to plan refresh cycles and replacements with clarity.
- **Bonded warehousing & stock management**
With extremely limited space onsite, TET securely stores pre-configured stock and releases devices as needed – ensuring rapid availability without storage overhead.
- **Onsite delivery and seamless rollout**
Ensuring minimal disruption to clinical and non-clinical teams.

This combination of sustainable procurement, structured device management and ready-to-go logistics transformed what would have been a complex refresh into a controlled, efficient and affordable programme.

The Outcome

A technology platform that supports NHS resilience

Working with TET, The NHS Trust now benefits from a modern, sustainable and reliable end-user device estate – delivered within the financial realities of the NHS.

Key outcomes include:

- **OS compliance achieved** ahead of the Windows 10 EOL deadline
- **Significant cost efficiencies**, enabling wider refresh coverage
- **Reduced pressure on internal IT teams** through managed logistics and configuration
- **Substantial sustainability impact**, aligned with NHS Net Zero commitments
- **Improved performance and reliability** for clinical and administrative users
- **A trusted technology partner** supporting planning, deployment and future strategy

The Trust now operates with a stable and sustainable device environment that supports its mission of providing safe, high-quality patient care, while ensuring public funds are used responsibly and efficiently.

