



# NORTH

Smarter  
Healthcare

Secure, integrated technology solutions  
that maximise the potential of clinical  
environments.

Stronger networks, smarter places

# We make your world a smarter, safer place.

We design, deliver and manage secure integrated systems that improve people's lives - keeping them better connected, safer, more secure and healthier.

We build stronger, more efficient, robust and reliable networks from the ground up. Our smarter place technologies, from intelligent CCTV to environmental monitoring, can dramatically reduce your operating costs and increase security whilst also helping you meet sustainability goals.

Our people are industrious and inventive, and we take great pride in what we build. We work closely with our clients as part of their team, to better understand their sectors, their environments and their challenges. However complex the places we work in may be, we use technology to make them simpler to manage, safer to be in and more efficient to run.

Stronger networks, smarter places

# Introducing the Smarter Healthcare Estate

North helps make NHS estates and healthcare campuses smarter, safer and more efficient places to deliver care.

We bring secure, future-proofed technologies that increase patient and staff safety, improve sustainability, and reduce operational costs. Underpinned by stronger networks and smarter systems, better enabling clinical environments, improving patient flow and intelligent, data-driven technologies such as AI-enabled analytics and automation to support security operations and estate optimisation.

## Interoperability

Most healthcare estates already operate networked systems – CCTV, access control, nurse call, BMS, Wi-Fi and clinical systems – but these are often fragmented across legacy infrastructure.

We supercharge these technologies, retrofit and integrate them, and connect them across a common, secure and unified IT and OT network, enabling them to be better managed through a single integrated control centre. This creates a unified operational view across clinical, estates and security environments, improving response times, coordination and overall situational awareness.

## Data analytics

By implementing stronger networks and sensor-led devices, healthcare organisations can gain actionable insights to make more informed and impactful decisions that enhance patient care, staff wellbeing and estate performance.

You can monitor and improve environmental conditions, energy use, patient and asset movement, building access and utilisation across clinical spaces. This data is invaluable when planning estate rationalisation, improving patient flow, reducing bottlenecks and supporting operational transformation across sites.

## Operational resilience & cyber security

Healthcare environments are increasingly dependent on connected operational technology (OT) – from building management systems to clinical support infrastructure. This creates both opportunity and risk.

Smart healthcare campuses require strong cyber resilience frameworks that protect both IT and OT environments, ensuring continuity of care and safeguarding critical systems from disruption. Technologies such as segmentation, monitoring, and secure remote access are essential to maintain resilience across complex hospital estates.

# Stronger Networks

North are experts in the design, installation and management of structured cabling, fibre and network infrastructure at large-scale health environments - building secure foundations that critical clinical and operational systems rely on.

Our integrated wired and wireless solutions bring immediate operational benefits to hospitals and healthcare estates.

We deliver flexible, fast, resilient and secure networks that can be supported remotely 24/7/365, ensuring all systems remain available, optimised and secure at all times.

This supports modern healthcare delivery – from digital wards to hybrid care models and connected diagnostics.

## Comprehensive connectivity

We have experience working in complex live healthcare environments, integrating legacy and modern systems across acute hospital sites, community health settings and estates.

Our connected technologies can improve performance across distributed estates, including older hospital infrastructure and listed buildings, while respecting the operational constraints of clinical environments.

From seamless staff roaming across sites, to reliable connectivity in critical care zones, to private 5G networks supporting innovation and research – the opportunities are extensive.

All solutions are flexible and scalable, enabling continuous improvement as healthcare needs and technologies evolve.

## Network security

Our extensive experience in campus physical security, building systems, IT networks and IoT means we can develop a comprehensive security policy for your converged IT-OT networks and assets, providing the visibility, control and reporting capabilities that are now essential.

Knowing your network and your vulnerabilities is key, and so a Network Security Threat and Operational Technology Assessment is just one of the services North offers to support our customers in an evolving threat landscape. Our approach identifies security risks, malware, any attacks that are making it through your security systems and which devices and users are at risk, with guidance on how to make improvements.

# Smarter Healthcare Solutions

## Smart Access Control

Enables secure, role-based access, improving staff and patient safety. Provides improved visibility of occupancy and movement across clinical environments.

## Intelligent CCTV & Analytics

Uses AI-powered analytics to enhance safety, monitor activity, and support faster incident detection and response across healthcare estates, including high-risk and high-footfall areas.

## Environmental Monitoring

Provides real-time insight into air quality, temperature, humidity, CO<sup>2</sup> and noise levels across clinical spaces, supporting patient recovery, infection control and staff wellbeing.

## Asset Tracking

Enables accurate tracking of critical medical equipment, devices and high-value assets across hospital sites, improving operational efficiency and reducing loss or duplication.





# Smarter Healthcare

## Intelligent CCTV & Analytics

Manage antisocial behavior, safeguard patients, staff and visitors and use AI-powered analytics support faster incident detection and response.

## Reliable Public, Private and Low Power Wireless

Support modern operations across health estates with reliable access to secure networks for staff and patients.

## Asset Tracking

Protect critical medical equipment and high-value assets across sites.

## Smarter Access Controls

Secure, role-based access control, improving staff and patient safety and provides improved visibility of occupancy and movement across clinical environments.

## Environmental Monitoring

Real-time insight into clinical environments to support patient recovery, infection control and staff wellbeing.

## Sustainable Efficient Healthcare Campus

- Smart automatic public space lighting
- Smart energy/buildings controls

## Intelligent Integrated Control Centre

Monitor, manage and respond across all connected systems in real-time.

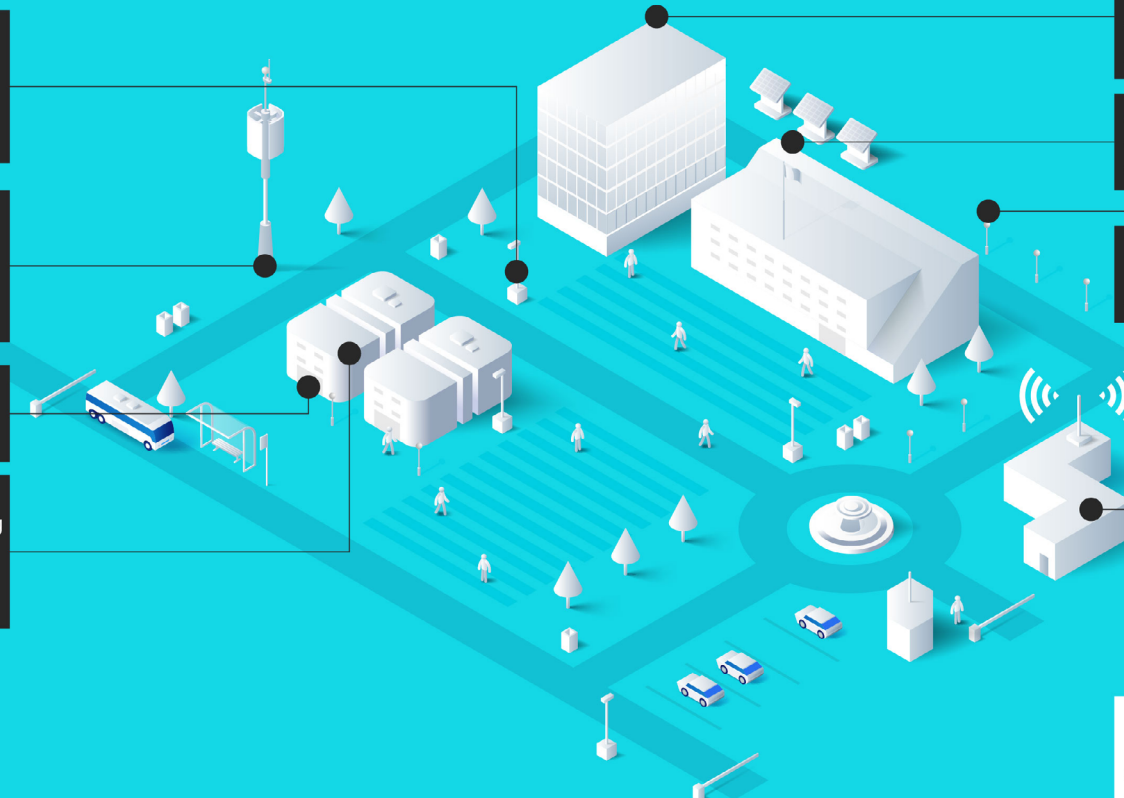


## Public, Private and Low Power Wireless

Provision of multiple fibre, wireless, IoT and 5G networks for connecting people and devices.

## Network Foundations

Accredited experts design of installation of fibre, and IP infrastructure.



# Intelligent Integrated Control Centre



A centralised control centre is the heartbeat of a Smarter Healthcare Estate. From here, estates, security and operational teams can monitor, manage and respond across all connected systems in real time.

From a single point of oversight, data can be collected, analysed and acted upon to improve the performance, resilience and patient experience across the hospital environment.

Enhancing safety, security and operational efficiency is a key benefit of this integrated approach. By connecting with existing CCTV, security and building management systems, estates teams can gain real-time visibility of activity across clinical and non-clinical areas, helping to manage patient flow, reduce congestion and support rapid incident response.

Environmental controls such as lighting, access and critical infrastructure can be adjusted dynamically to support safety and continuity of care. Advanced analytics

provide greater situational awareness, enabling more informed decision-making across the estate, from optimising space utilisation and supporting compliance to improving response times and resource allocation.

With a resilient and connected digital infrastructure, healthcare organisations can integrate additional sensors, systems and smart technologies over time, unlocking new opportunities to enhance care delivery and estate performance.



### Joined-up solutions

Healthcare organisations often operate in departmental silos, with data spread across estates, IT, security and clinical teams. We help bring these together into a unified operational view, enabling better collaboration, improved decision-making and more effective estate-wide visibility.

### Added value

An effective control centre unlocks wider opportunities across healthcare estates. In some cases, it can also integrate with public spaces or neighbouring sites, improving efficiency and creating safer environments for staff, patients and visitors.



# Benefits – at a glance

## Experience and efficiency

Connected systems improve safety, environmental conditions, tracking, and operational workflows, enhancing both patient and staff experience across healthcare environments.

## Safer environments

Smarter estates help create safer environments for staff, patients and visitors, improving visibility, accelerating incident response, strengthening access management and enabling proactive interventions.

## Improved sustainability

Smart infrastructure improves energy efficiency, supports carbon reduction goals, and enhances environmental performance across estates.

## More secure places

Secure, high-performance networks and Zero Trust principles enable safer, more connected healthcare campuses with centralised visibility and control.

## Better informed decisions

Real-time and historical data enable healthcare organisations to optimise estate usage, improve clinical flow, and identify risks earlier.

## Control over compliance

Smart technologies support compliance reporting, improve building safety standards, and enhance visibility of occupancy, access and usage patterns.



# End-to-end expertise

North is uniquely positioned to deliver and manage every aspect of a Smarter Healthcare Estate deployment – from infrastructure design and secure network delivery to physical security and control centre deployments, to cyber security and IoT integration and ongoing support. We provide a single, streamlined service across the entire lifecycle, ensuring security, resilience and performance at every layer.

We bring innovation to complex healthcare environments while minimising disruption to clinical operations.

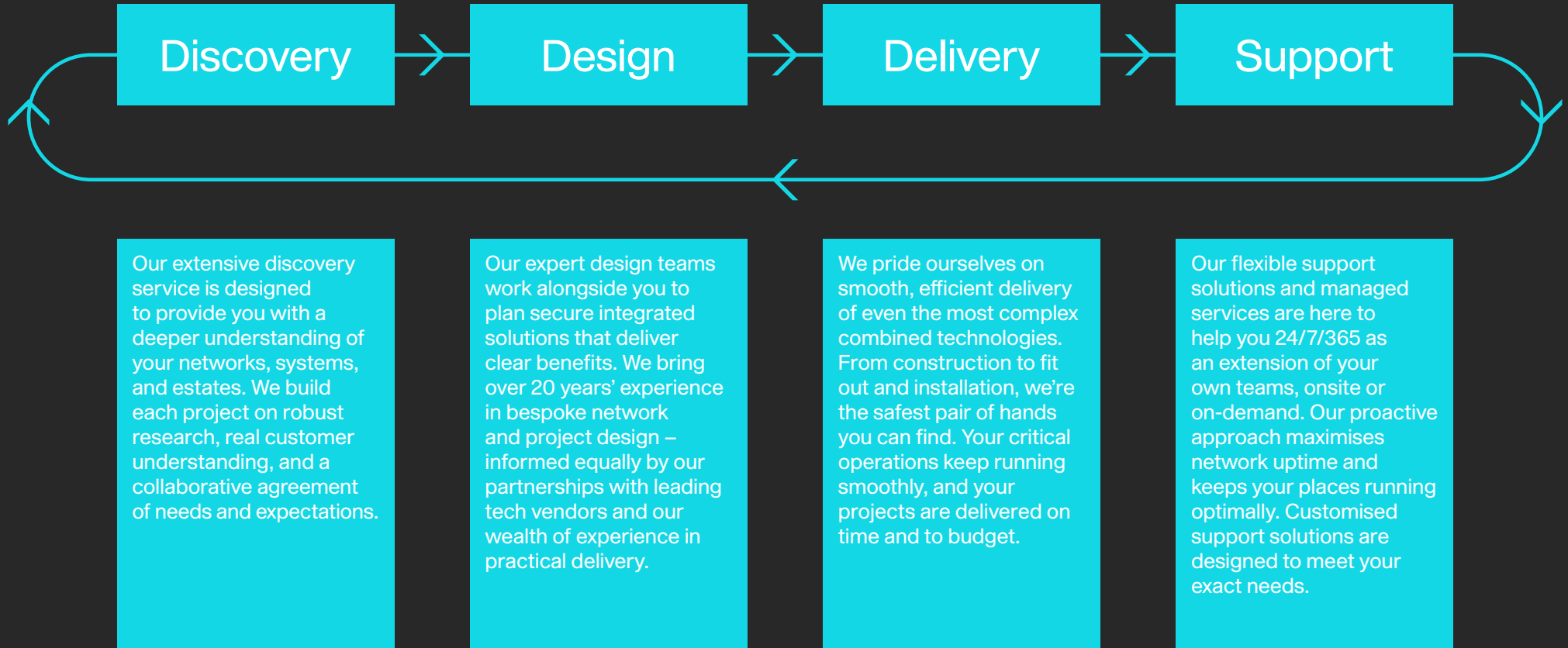
And we scale systems over time to support evolving priorities, digital transformation programmes and future models of care.

We also have vast experience of working with complex stakeholder groups, getting the best from multiple partners, and minimising disruption during delivery.

We have partnerships with the world's top-tier, most highly sought after technology vendors and we know how to get the best out of their products.



# North's four-stage service



# Creating a smarter connected healthcare campus

## Midland Metropolitan University Hospital



Midland Metropolitan University Hospital (MMUH) is a state-of-the-art facility delivering maternity, children's and acute inpatient services to communities across Sandwell and West Birmingham. Designed as a best-in-class hospital, MMUH brings together clinical expertise within a central hub for emergency and specialist care, serving a population of around 500,000.

In partnership with Balfour Beatty and Sandwell & West Birmingham NHS Trust, North designed, delivered and continues to support a campus-wide network infrastructure, providing the digital foundation for a smart hospital environment.

To enable operational efficiency, innovation and an enhanced patient experience, MMUH required a resilient, high-performance network capable of supporting critical building management systems and advanced technologies. These include smart lighting, CCTV, access control, nurse call systems and autonomous guided vehicles (AGVs).

North delivered secure, campus-wide connectivity, ensuring systems remain accessible and data can be shared reliably. A high-speed wired and wireless network enables seamless access to core NHS applications, helping accelerate diagnosis and streamline workflows.

North's future-ready infrastructure supports ongoing growth and the integration of IoT technologies, ensuring MMUH can continue to evolve and enhance care delivery.

"North were an engaging, reliable, and knowledgeable partner that helped us bring Midland Met to life. Their expertise was instrumental in helping us achieve our goals."

Mark Taylor  
Director of IT and Digital  
MMUH

# Supporting safer facilities for the NHS Foundation Trust

Tees, Esk and Wear Valleys NHS Foundation Trust



Tees, Esk and Wear Valleys  
NHS Foundation Trust

Tees, Esk and Wear Valleys NHS Foundation Trust has partnered with North for more than 15 years to deliver and support future-proofed CCTV and access control systems across its estate. Serving around 2 million people, the Trust operates over 90 sites spanning County Durham, Darlington, Teesside, North Yorkshire and York.

North's solutions form a critical part of the Trust's physical security infrastructure, helping to safeguard patients, staff, visitors and property. CCTV systems provide comprehensive coverage across external areas, entrances, and public-facing spaces, supporting a safe and secure environment.

Access control systems enable effective management of authorised entry to buildings and restricted areas, reducing the risk of unauthorised access.

The partnership began with the deployment of CCTV and access control at Roseberry Park Hospital. North was subsequently appointed to manage and maintain systems

across multiple sites, consolidating legacy platforms into a single, centralised solution to improve visibility and control.

More recently, North delivered a large-scale upgrade across 20 sites, replacing end-of-life systems with a modern, fully integrated CCTV solution.

North continues to support the Trust with high-performance, resilient systems, ensuring maximum uptime and enabling secure, reliable operations across its diverse estate.



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