

# HSE | Enterprise CMS Intranet / Internet / Extranet

*pTools™ Health Sector  
Enterprise Content  
Management Software  
Deployment.*

## HEALTH SERVICES EXECUTIVE

The Health Service Executive (HSE) was set up as part of the provisions of the Health Act, 2004 and is responsible for providing Health and Personal Social Services for everyone living in the Republic of Ireland.

The HSE provides thousands of services delivered through four Administrative Areas - 32 Local Health Offices and 8 Hospital Networks. It is the largest organisation in the State, employing over 120 thousand people, with a budget of €14.7 billion, operating 24 hours a day, seven days a week.

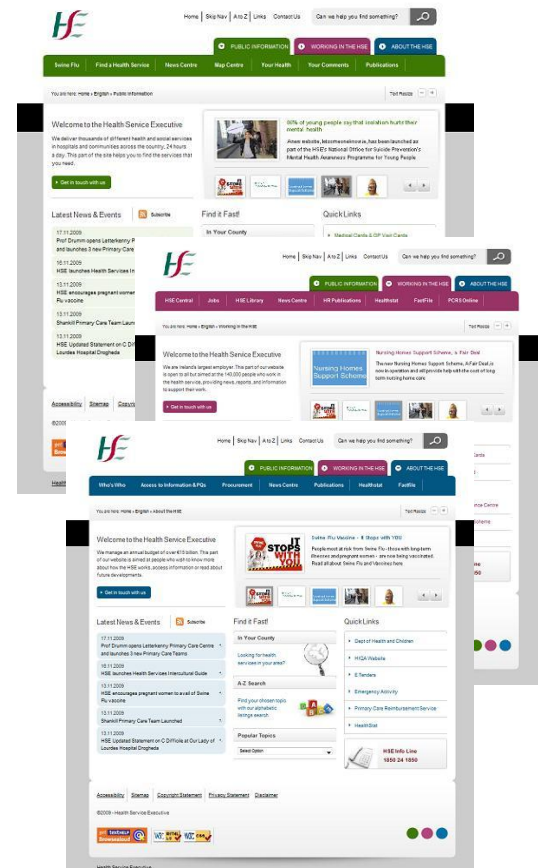
HSE deployed pTools as part of the organisations enterprise content management strategy to deliver information to the organisation of over 120 thousand staff. pTools software delivers enterprise content management for the HSE Intranet/Internet/Extranet platform.

## PTOOLS INTRANET CMS

The pTools system supports one of the largest Intranet deployments in UK and Ireland with information assembled and distributed to fifty thousand desktops. The system runs on a multi-server windows based environment designed to handle delivery of information to the extended network of HSE across the country.

## BUSINESS PROBLEM

HSE had over a period of years invested in a range of technologies and solutions providers to deliver the enterprise intranet infrastructure for the new 120 thousand plus staff organisation. Although this initial investment was successful HSE felt that there remained a need to deploy CMS technology to accelerate development. After a detailed tender process HSE selected pTools to develop the new HSE intranet. After the initial software implementation and development of key style sheets and site schema HSE IT staff rolled out the CMS and deployed the Intranet with the assistance of pTools



*"This is one of the largest  
intranet Content  
Management Software  
deployments in the world.*

*HSEnet is already proving to  
be a success- attracting  
significant use by staff and  
greatly contributing to the  
daily work of the  
organisation."*

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engineers. HSE also undertook a dedicated training program to familiarise staff now publishing to the new intranet.

## SUCCESS FACTORS

The system was released in late 2007 with a full rollout for mid 2008. The success of this rollout by HSE staff and the work done to develop content by HSE publishers and staff has been striking. The intranet has become an essential reference for organisational information shared by all staff throughout the country.

In addition HSE has implemented a number of key information applications to the intranet and a number of affiliated agencies including the Department of Health, the Department of Finance and

Hospitals have also been given access to the intranet. The system also supports HSE.ie website and content is shared seamlessly between intranet and Internet sites.

The deployment makes pTools the most used content management software in Ireland and combined with other deployments as many as one in ten people in Ireland who logon to their intranet each morning are logging on to a pTools intranet system.

Commenting on the benefits of the HSEnet, Stephen McGrath, Head of Internal Communications, HSE said:

**“As one of the largest employers in the State it is essential that we have a system that allows for ease of communication between over 100,000 thousand staff members, regardless of location. HSEnet represents a significant communications and business tool for HSE staff nationwide and makes briefing a workforce of thousands a simple matter- information can be posted and is immediately accessible by everyone.”**



## CONTACT DETAILS

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