



Migrate your N3 circuit to HSCN with Daisy

Daisy can provide a dedicated HSCN migration planning manager who will act as the liaison between BT and NHS Digital to ensure that your N3 circuit is migrated as smoothly as possible.

Remember In all circumstances, it is the customers' responsibility to cease the N3 connection either after the migration, or after the new circuit is installed and tested.

[Click here for the HSCN website](#)

Be prepared

Your first step involves informing your Daisy account manager of the supplier information notes (SINs) for the circuits that you wish to migrate – as well as whether or not you need to retain your IP address.

If you don't need to, we can treat this as a new connection and don't need to book a migration slot.

If you do need to retain the IP address, please contact us to request a technical discussion in order to understand why a migration slot is necessary, and whether there is any additional work that needs to be done to migrate the services that currently run over your N3 connection.

It is also a good idea to refer to the HSCN Migration Checklist, which can be found on the HSCN website, or you can ask your account manager for a copy. This will include information on rack space and power for routers, building access during testing, and other practicalities you may need to consider.

NHS Digital stipulates that migrations should be carried out during working hours wherever possible. However, there are a limited number of out-of-hours migrations on offer as a special request. Daisy will be happy to make the request on your behalf; simply let us know your reasoning before placing your order.

Don't forget:

To confirm that you have an HSCN Customer Agreement

To tell your account manager your organisation date service (ODS) code

If you don't have either of these, please apply through the HSCN website.





So you definitely need to migrate your N3 circuit?

Once we know for definite that you require a migration and have received your order, our HSCN migration planning manager will be in touch to either confirm or rearrange your migration slot, acting as the contact between both BT and NHS Digital regarding the delivery of the circuit. If you require progress updates, these can be communicated via your account manager.

Your new circuit will be supplied by our experienced provisioning team. We will liaise with the circuit provider about a delivery date and ensure that the router is despatched to you, all ready for our experienced deployment team to migrate the circuit.

Please advise us if your connection is going to carry data that supports a clinical function i.e. if there is some sort of failure that Daisy would have to treat as a clinical incident in accordance with the Obligations Framework.

[Click here for more information](#)

Before your migration starts, please pre-test and ensure that your N3 connection is working and that you can carry out your usual business using this circuit.

Migration Day

Migration slots usually comprise a two-hour window.

If you are experience any issues, let Daisy know so that you can then either:

- Fix the problem promptly and then re-test
- Or inform us that we will need to cancel the migration window

Please be prompt; the window will be automatically closed by BT if work hasn't started within 15 minutes.

If everything pre-tests satisfactorily, the migration can progress on time.

Daisy will contact BT at the start of your allotted window. This window allows for:

- The technical migration
- Customer testing
- Troubleshooting
- Time to back out of the migration where necessary

Please note: BT has to close the window at the end of the two hours and move on to the next migration. Therefore, any troubleshooting and back out needs to happen in a timely manner.

Once completed, please sign our Acceptance Certificate and send it to our HSCN migration planning manager.

And don't forget to cease your N3 circuit!





CONTACT US

If you'd like to talk about how Daisy could help you address any of these challenges or your wider healthcare organisation's goals.

📞 0344 863 3000 ✉ enquiry.dcs@daisygroup.com

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www.daisygroup.com