

Collaboration That Delivers: BrisDoc and Soda IT Secure in Partnership

A decade of trusted collaboration, powering healthcare with secure, future-ready IT.

The BrisDoc logo, with 'Bris' in a teal color and 'Doc' in a dark blue color, set against a background of a handshake and digital data overlays.

BrisDoc

Sector: Healthcare

For over a decade, BrisDoc and Soda IT Secure (formerly C-STEM) have worked side by side to ensure technology strengthens the delivery of vital healthcare services.

BrisDoc is an employee-owned social enterprise providing urgent and primary care to over one million patients across Bristol, North Somerset, and South Gloucestershire: 24/7, 365 days a year. From GP practices and urgent care to Bristol's homeless health service, BrisDoc delivers high-quality, community-focused healthcare, supported by Soda IT Secure as their long-term Managed Service Provider (MSP).

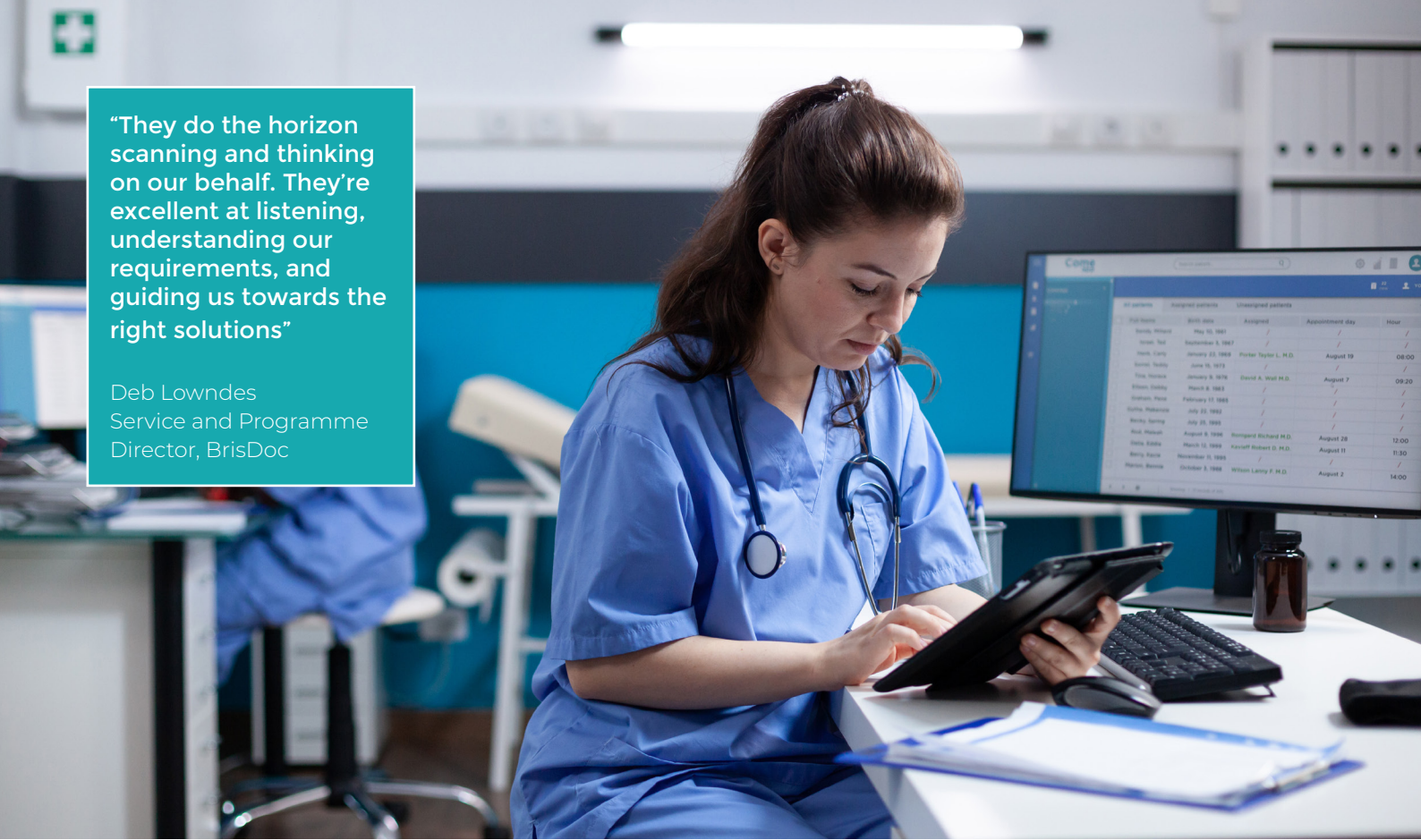
The Challenge

BrisDoc's mission has always been clear: put patients first and enable its workforce to deliver care effectively. To achieve this, clinicians and staff needed fast, secure, and resilient access to critical systems wherever they were working – in clinics, hospitals, or on the road. Without this seamless access, the ability to deliver outstanding patient experience (PX) was impacted. Clinicians also required improved user experience (UX) to remove barriers to productivity and ensure they could focus on patient care, not IT issues.

The challenge was to modernise IT in a way that balanced ambition with affordability, strengthened resilience, supported compliance, and kept services running smoothly 24/7 – all while advancing BrisDoc's goal of becoming "One BrisDoc" through a unified digital plan.

"The team have been excellent partners in helping us navigate the digital transformation process at a pace that works for us."

Deb Lowndes
Service and Programme
Director, BrisDoc



“They do the horizon scanning and thinking on our behalf. They’re excellent at listening, understanding our requirements, and guiding us towards the right solutions”

Deb Lowndes
Service and Programme
Director, BrisDoc

The Solution

Soda IT Secure became more than a service provider – they became part of the BrisDoc team. Over the course of their partnership, Soda IT Secure has:

- Guided BrisDoc through digital transformation at a sustainable pace
- Rationalised legacy systems to reduce complexity and cost, helping redirect investment where it matters most
- Introduced Zero Trust security and modern cyber tools, strengthening cyber resilience and aligning with compliance standards
- Migrated systems into a hybrid cloud ecosystem, boosting agility, scalability, and long-term affordability
- Developed a unified digital plan to move BrisDoc towards a “One BrisDoc” model
- Recommended and implemented best-fit technologies to enhance productivity, minimise downtime, and improve the overall digital experience
- Provided horizon scanning to ensure BrisDoc stays ahead of regulatory requirements, security best practice, and technology opportunities

The Shared Journey

The BrisDoc-Soda IT Secure partnership has always been a shared journey, built on trust and collaboration. By understanding the realities of delivering 24/7 healthcare and BrisDoc’s patient-centred priorities, Soda IT Secure helps shape a unified digital strategy that balances modernisation with pragmatism. Together, they are breaking down silos and building a connected digital ecosystem that supports both staff experience and patient care.

“BrisDoc’s passion for delivering excellent NHS healthcare, 24 hours a day, 365 days a year, drives us to create solutions that make a real difference”

Andrew Brown
CSO, Soda IT Secure

“They really are great people to do business with - friendly, approachable, they listen and understand, and they’re technically competent”

Deb Lowndes
Service and Programme
Director, BrisDoc

The Results

Accelerating Digital Transformation & Cost Improvement

- 10+ years of trusted collaboration enabling stability and innovation
- Steps towards “One BrisDoc” with silos reduced and systems unified
- Hybrid cloud ecosystem delivering agility and scalability
- Modern cyber tools improving resilience and compliance
- Enhanced user experience (UX) with secure, resilient access to critical systems
- Improved patient experience (PX) through faster, more effective care delivery
- Measurable productivity gains and cost savings through simplification and automation
- A clear digital strategy keeping patients at the centre of transformation

Looking Ahead

BrisDoc and Soda IT Secure continue to work as one team, combining healthcare expertise with digital innovation. The focus now is on completing the journey towards a unified “One BrisDoc” digital ecosystem.

By breaking down silos, expanding hybrid cloud, and embedding Zero Trust security, BrisDoc is creating a connected, future-ready organisation. The outcomes are measurable: improved patient experience, enhanced workforce productivity, and sustainable cost savings – all built on a secure, resilient digital foundation.

“Our long-term partnership means we can focus on delivering outstanding patient care - knowing our IT is secure, reliable, and built for the future”

Deb Lowndes
Service and Programme
Director, BrisDoc



WE MAKE IT WORK™