


## CASE STUDY

**Secure Remote Access solution dramatically increases efficiency of mental health care provision for East London NHS Foundation Trust**

***Swivel token-less solution delivers 40% cost saving***

### Background:

 The East London NHS Foundation Trust is a specialist mental health trust formed in 2000 by the merger of Tower Hamlets, Newham, The City and Hackney community trusts. It delivers a range of community-based and in-patient services right across the spectrum from children to the elderly, supporting a population of 710,000 people.

### The Challenge:

Upon formation, the Trust's vision was firstly to increase the efficiency of health care provision, and secondly, to deliver more of its mental health services to patients directly within the community, placing each individual in greater control of their own treatment. To facilitate this change and achieve greater efficiency, the Trust had to find a way to support more flexible working practices. Giving employees access to Trust systems and information resources from a variety of locations - at another healthcare or local authority site, from home, or on the road - would deliver the required increase in productivity. If these employees could access any non-clinical system they needed from any location, rather than having to return from meetings to a Trust site in order to use them, they would be much more efficient and more effective in helping the trust deliver improved services to patients.

### The Solution:

To find the solution and deliver the highest possible level of security, East London NHS Foundation Trust approached IT solutions company, Eurodata Systems, who recommended and implemented the highly robust SSL VPN technology; the Intelligent Application Gateway (IAG) solution from Microsoft and incorporated Swivel Secure's patented IAG network security technology, PINsafe.

Brian Dunleavy, Eurodata Systems' NHS Business Manager, said, "We incorporated Swivel Secure's patented IAG network security solution, a token-less multi-factor authentication system where users are provided with a unique PIN that never changes. To access corporate systems or email, they are sent a ten-digit One-Time-Code (OTC) security number, via SMS, to their mobile phone each time they wish to gain access to the network."

Sarah McNicol, Channel Director for UK & Ireland at Swivel Secure, commented, "We worked closely with Eurodata Systems to ensure that exactly the right system was implemented for their customer. The solution needed to boost productivity by providing remote workers with easy and secure access to their files, and our award-winning PINsafe system fitted the bill at every level."

Jonathan Buchan, Network Development Manager at East London NHS Foundation Trust, commented, "We looked at various options, including the token system, but our concern was that it was expensive to implement, had a limited life and there was always the risk that users may lose their tokens. We were inspired by Swivel Secure's token-less solution as it overcame all these issues and provided a flexibility of use that some other solutions simply cannot offer."

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### The Outcome:

#### **Increased productivity with 40% cost saving**

PINsafe was piloted with just 15-20 senior managers; each received training in how to use the new technology from Dell laptops with built-in 3G cards. “The implementation of the system went very smoothly,” said Buchan, “it has grown in leaps and bounds and works incredibly well.”

Dunleavy added, “Swivel Secure offers a unique solution with true security and financial benefits - it reduces costs and risk and increases efficiency and productivity. A recent audit has shown that Swivel Secure’s token-less solution delivers typical cost savings of 40% on the token-based option.”

The solution has now been rolled out to more than 200 users, allowing remote access to selected corporate systems from any location. It has revolutionised the way employees work, delivering greater flexibility and significantly increased productivity, by:

- reducing the reliance on slow, paper-based business processes
- allowing users who frequently work off site to communicate much more efficiently with colleagues and associated organisations to deliver more integrate serviced to patients
- in line with NHS directives, this solution helps to enhance the work-life balance of critical corporate staff by allowing them to work from home, or any other location

The Swivel solution delivers additional benefits for the IT team including the ability to provision new users without the time and cost implication incurred from sending IT support personnel to set up the system. With no tokens to manage, less time is consumed administering the technology, for example in collecting tokens from departing staff. IT staff are therefore able to undertake more strategic activities, thus helping to optimise budgets.

In future, it is likely that this technology will also be used to support the rollout of RiO, a web based application that will give community nurses remote access to patient information and the ability to book in-patient stays, outpatient appointments or other treatment. Currently, nurses visit patients in the community and then return to a Trust site to undertake all admin and book the required services using paper-based processes.

However, with Swivel Secure’s secure remote access solution, nursing staff will be able to access RiO and their email whilst on their rounds. Because they will no longer have to use one of the Trust’s office PCs, to perform these tasks, they will significantly reduce the amount of time wasted travelling and increase the time they can spend in communities, caring for patients.

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*Brian Dunleavy, Eurodata Systems’ NHS Business Manager*

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