



Informatics Merseyside

In May 2011, having reached the end of a contract for the supply of endpoint security, Informatics Merseyside chose Sophos as the new primary provider. They have since experienced vast benefits including dramatic efficiency improvements and cost savings.

Customer-at-a-Glance

Informatics Merseyside is an NHS shared service delivering information management and technology services to the Merseyside health economy. They provide a quality driven, professional service that links strategy and innovation to clinical and business needs.

Industry

Healthcare

Number of Users

20,000+

Sophos Solutions

Sophos Endpoint Security and Data Protection
Sophos Safeguard Encryption
Sophos Email Security

Sophos Customer

Since 2011

Informatics Merseyside implement Sophos to protect NHS Trust systems and reduce time spent managing endpoints



"We were at a crossroads where cost-cutting had to be balanced with the logistics of deploying a whole new security solution across thousands of endpoints."

STEVEN PARKER

Central Services Delivery Manager, Informatics Merseyside



“In order to improve efficiency and achieve cost savings for the local health economy, we wanted to consolidate all security products across our NHS partner organisations and sites. The Sophos Endpoint Central Console enabled us to easily manage the switch.”

STEVEN PARKER
Central Services Delivery Manager,
Informatics Merseyside

Steven Parker, Central Services Delivery Manager at Informatics Merseyside works alongside a team of technicians, to manage the IT infrastructure across approximately 250 NHS sites in Merseyside.

Operating within the healthcare sector, the supported Trusts must store and process vast amounts of confidential patient data. This, coupled with the growth and increased reliance on mobile technologies, makes IT security a high priority.

Business Challenge

Until May 2011, IT security across many of the Trusts supported by Informatics Merseyside was covered by the NHS England Enterprise Agreement (NHS EA). When this agreement expired, Informatics Merseyside needed to seek an alternative provider to replace the Microsoft Forefront security solution, which was provided as part of this arrangement.

In order to consolidate the management of IT security across the local health economy, drive efficiency and achieve cost savings, a decision was taken to review provision and embark on an 'economy-wide approach'. This would see the implementation of a single solution to replace existing provision, including Microsoft Forefront and McAfee ePolicy Orchestrator, which was also in place at other Trusts in the area.

Technology Solution

Key to identifying an appropriate security solution was the requirement for the system not to have a negative impact on the performance or uptime of the network. Busy healthcare staff require constant, reliable network access without having to make regular calls to the IT support desk.

After undertaking a comprehensive options appraisal, which considered a range of alternative solutions, Informatics Merseyside chose the Sophos Endpoint Security and Data Protection solution, which offered numerous benefits relating to functionality and cost.

This solution was already in place within a number of Trusts in the area. This meant that engineers were familiar and confident with the changes and support needed for wider implementation.

The broad range of features offered by Sophos allowed Informatics Merseyside to remove additional security products that were no



longer necessary. This simplified the management process on a partner-wide scale and delivered cost savings.

Use of the Sophos Endpoint Central Console helped to enable a smooth transition to the new security solution. With the help of Sophos partner, Foursys, and by implementing an existing-client removal tool, Sophos Endpoint Protection was easily rolled out to thousands of desktops and laptops in the background, while Trust staff continued with their working day.

Other Sophos products in use across the Trusts supported by Informatics Merseyside include Sophos Email Security, which blocks email-borne spam, viruses, spyware and phishing attacks, and Sophos Safeguard Encryption, to encrypt data on devices - crucial within a confidential NHS environment.

Business Results

Sophos has enabled Informatics Merseyside to:

- Manage multiple security products from one console, reducing the time it takes to manage endpoints
- Prove a commitment to the security requirements of the NHS
- Achieve long term efficiency gains through simplified security management
- Improve the speed and cost of IT security consolidation across a number of Trusts
- Reduce the amount of support calls they receive and alleviate the pressure on their department each day

Steven and the team at Informatics Merseyside are pleased with the IT security solution and the quality of service and support provided pre and post implementation, from both Sophos and Forsys.

"We feel that our systems are secure with Sophos and have been pleased with the quality of support we have received pre and post implementation. The solution has delivered peace of mind, efficiency and cost savings through a coordinated approach to IT security across the local health economy. I would definitely recommend them."

STEVEN PARKER
Central Services Delivery Manager,
Informatics Merseyside

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