



Customer-at-a-Glance

East Midlands Ambulance Service (EMAS) provides emergency 999 care and telephone clinical assessment services for a population of 4.8 million people from across more than 70 sites. On average, the team receive a new 999 call every 32 seconds – around 2,700 a day.

Industry

Healthcare

Number of Staff

2,000

Sophos Solutions

Sophos Central
Intercept X
Sophos SG Firewall
Sophos Web Protection
Sophos Email

Sophos Customer

Since 2014

East Midlands Ambulance Service Receives 'Crystal Clear Security' From Sophos and Support From 'brilliant' ITHealth



'IT staff can figure out Sophos products in no time at all. They are uncomplicated, easy-to-use, and simple to manage.'

Alan Williamson

information security and technical manager, EMAS



'Our previous security solutions were complex and taking too much time to manage. With no dedicated security resource, we needed to change how we were working. We consulted ITHealth who spoke to us about Sophos and how Sophos solutions were benefitting other NHS organisations. We found Sophos and ITHealth were best placed to help.'

Alan Williamson

information security and
technical manager, EMAS

As a vital emergency service, EMAS is focused on a defence in-depth strategy for its IT infrastructure and data in order to protect patient and operational information. At the same time, the organisation must keep a close eye on how and where budgets are best spent, and select the right suppliers who understand the daily challenges EMAS IT staff face. To that end, EMAS has built a strong relationship with Sophos and Sophos partner, ITHealth, the only Sophos Select partner solely dedicated to serving the NHS. Find out why they have continued to work with both companies for a number of years.

Business Challenge

EMAS began working with ITHealth in 2010 when they were looking to implement remote access for their mobile workforce. ITHealth provided a secure two-factor solution using the NHS smartcard as authentication, which EMAS still use to this day. Happy with the outcome of the project, EMAS began discussions with ITHealth about other challenges they were experiencing with wider security aspects. EMAS found the solutions they had in place to be complex and time-consuming to manage and wanted to improve their security posture.

Technology Solution

ITHealth proceeded to support EMAS as they switched their existing security solutions to Sophos Endpoint Protection, Sophos SG Firewalls, Sophos Web Protection, and Sophos Email. In 2018, they went on to implement Intercept X on premises and have now consolidated their security products within Sophos Central. Alan Williamson is information security and technical manager at EMAS. He believes that “Sophos is the only vendor on the market that delivers security in a nutshell – and makes it affordable.” Alan is most impressed with the firewalls alongside the Sophos UTMs which he says “catch everything we throw at them during testing.”

Business benefits

Alan lists the benefits of Sophos solutions to EMAS – supported and managed by ITHealth – as:

- ▶ Crystal clear security
Compared with other vendors, Alan believes that Sophos supplies products that are easy to understand and can be very quickly grasped by the IT team.
- ▶ ‘Single pane of glass’ security
EMAS plans to upgrade the existing Sophos firewalls to XG to be able to completely synchronise their security, allowing the endpoints and network to talk to each other, and give EMAS all the detail they need on the organisation’s IT security – all on one single screen.
- ▶ Comprehensive coverage
EMAS benefits from complete IT security coverage with minimum input required from the IT team.
“Other products worked well,” Alan says. “Yet they took so much longer to manage.”
- ▶ Responsive and supportive
The ITHealth team who support the Sophos products are very helpful and always available when required – without Alan ever having to wait long for a response.

Alan is highly complimentary of ITHealth, saying: “They are brilliant. They act as our extra manpower, and we value having additional coverage from people who genuinely understand the challenges we face. If it wasn’t for ITHealth, EMAS might not have considered Sophos and I am now delighted to be working with both organisations. They have simplified security massively for us.”



‘I highly recommend the firewalls and UTMs from Sophos.’

Alan Williamson

information security and technical manager, EMAS



'ITHealth solely focus on the NHS and has done for many years. It's why NHS organisations trust the solutions we propose. We believe the Sophos portfolio is right for our customers which is why we've been Sophos' UK&I Healthcare Partner of the Year for two years running now. We look forward to helping EMAS achieve synchronised security going forwards.'

Brett Draper

managing director, ITHealth

**To find out more about Sophos solutions,
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