



East London NHS Foundation Trust

Customer-at-a-Glance

East London NHS Foundation Trust (ELFT)

Industry

Healthcare

Number of Staff

7,000 endpoints and 150 servers

Sophos Solutions

Sophos Central

Intercept X Advanced

Intercept X Advanced for Servers

Sophos Customer

Since 2015

East London NHS Foundation Trust remains secured, managed, and assured with Sophos for its cybersecurity needs



East London NHS Foundation Trust (ELFT) has long been recognised as a centre of excellence for mental healthcare, innovation, and improvement. Its core area of operations includes City of London, Hackney, Newham, Tower Hamlets, and Bedfordshire and Luton, including a number of specialist services being delivered further afield. With over 6,000 staff, the Trust provides mental health and community health services from over 100 community and inpatient sites, serving a population of around one million people.



'Our previous security solutions were taking a lot of time to manage. We knew we had to find smarter ways of working without compromising security – only enhancing it.'

Daniel Woodruffe, Chief Information Officer

East London NHS Foundation Trust

Cyberattacks against the NHS are on the rise, which, in turn, increases the importance of robust security measures and more stringent compliance regulations. This puts enormous pressure on NHS IT teams, which often tend to be smaller than IT teams at enterprise organisations of the same size. Usually lacking in cyber specialist resources and budget, they become over-stretched and time-deprived. Find out how East London NHS Foundation Trust worked with Sophos and Sophos partner IHealth to maximise resources and streamline processes while enhancing security and increasing its levels of assurance.

Business Challenge

ELFT's IT team cater to a large and diverse Trust across multiple sites. Recognising the growing sophistication of cyberattacks, the Trust was keen to tighten up security defences. ELFT also wanted to streamline processes and improve efficiencies to maximise resources and productivity whilst improving their overall security.

The IT team managed multiple consoles and dashboards for various solutions, which was a drain on available resources. This was quickly identified as an area for improvement. The Trust also realised it didn't have a single view of its protection against vulnerabilities. Getting this information required manually collating findings from multiple systems, which made vulnerability and assurance management a complex and timely process.

The technical solution

ELFT began working with Sophos partner ITHealth in January of 2017, when it invested in Sophos Intercept X. The Intercept X implementation included migrating the Trust from Sophos Enterprise Console to Sophos Central. Now their antivirus, Intercept X, UTM, Server Advanced, and web appliance all run through this unified console. All Sophos products are managed and administered from a single web interface and there's no need to maintain or update an on-site server.

When WannaCry hit in May of 2017, ELFT was unaffected. However, despite not being hit by that attack, the event increased awareness of the importance of robust security measures and encouraged ELFT to make further proactive investments.

In November of 2017, ELFT opted for Sophos enhanced support from ITHealth. Accredited to the highest level of Sophos partnership, ITHealth's 'Select' partner status meant its enhanced support gave ELFT unlimited calls to the ITHealth service desk, access to ITHealth's Sophos accredited technicians and their direct line to Sophos' third-line support, as well as on-site consultation visits.

Soon after, in January of 2018, the service was further upgraded and ITHealth now provide a fully-managed service for all Sophos products. ITHealth's technical consultants act as an extension of ELFT's own IT team – proactively ensuring the Sophos systems run optimally, conform to best practices, and that ELFT gets the most out of their investments made in Sophos.



'Sophos Central gives us clarity on the true level of vulnerabilities that exist within our IT estate and helps us to proactively address them.'

Daniel Woodruffe, Chief
Information Officer

East London NHS Foundation Trust



Business benefits

The managed services provided by ITHealth for Sophos products has led to numerous benefits to the Trust, including but not limited to the following:

- **Vital time gains for the IT team.** Parts of ELFT's cyber strategy have been directly outsourced to ITHealth, freeing up team resources. Their IT functions can now start to focus on more beneficial projects as opposed to routine tasks.
- **Simplified, yet strengthened security management.** The unified Sophos cloud-based console and ITHealth Assurance Dashboard Solution streamline security management whilst providing in-depth security insight and vital protection.
- **Protected against ransomware.** The CryptoGuard and deep-learning technology used in Intercept X ensures ELFT benefits from the most advanced anti-ransomware technology available in the marketplace.

As the largest supplier of endpoint and server protection to the NHS, Sophos understands that complexity in security technology, especially from a management perspective, not only takes up valuable (and costly) time, but can also require extra headcount. Additionally, the more complex the technology, the greater the operational and clinical risks become. This is where Sophos and ITHealth excel through the Sophos Central platform, providing unrivalled protection whilst being extremely easy to manage for IT teams both big and small.

'We value our relationship with Sophos and ITHealth. They have an unrivalled understanding of NHS IT infrastructures and challenges, and we trust the advice and support they continue to offer.'

Daniel Woodruffe, Chief Information Officer

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To find out more about Sophos solutions,
call [0]8447 671131 or email sales@sophos.com.

United Kingdom and Worldwide Sales
Tel: +44 (0)8447 671131
Email: sales@sophos.com

North American Sales
Toll Free: 1-866-866-2802
Email: nasales@sophos.com

Australia and New Zealand Sales
Tel: +61 2 9409 9100
Email: sales@sophos.com.au

Asia Sales
Tel: +65 62244168
Email: salesasia@sophos.com