



Customer-at-a-Glance

The North East Ambulance Service NHS Foundation Trust (NEAS) operates across Northumberland, Tyne and Wear, County Durham, Darlington and Teesside. It provides an emergency care service to respond to 999 calls, and a Patient Transport Service (PTS) for pre-planned non-emergency transport to help patients in the region.

Since 2013 NEAS has also delivered the NHS 111 service alongside the 999 service for the region to provide urgent medical help and advice, and a seamless access point for patients.

The Emergency Care, 111 and Patient Transport Services are supported by the Trust's Emergency Operations Centres based at Newburn Riverside and Hebburn, which manage in excess of 1.5 million calls per annum.

Industry

Healthcare

Number of Users

900

Sophos Solutions

Sophos EndPoint Protection
Sophos UTM
Sophos Central
Intercept X

Sophos Customer

Since 2012

'One of the easiest migrations ever carried out' by **The North East Ambulance Service NHS Foundation Trust**



'We were looking for a solution that was simple to roll out to all endpoints and sites.'

Daniel Malone

IT Systems Senior Analyst, NEAS



In 2012 The North East Ambulance Service NHS Foundation Trust encountered a number of IT challenges - including malware - that led to them to switching their full IT security software requirements to Sophos Endpoint Protection, supported by partners Trustmarque.

Business Challenge

A team of five IT Systems Senior Analysts at NEAS manage 900 endpoints in multiple sites across the North East of the UK, from the Scottish borders to North Yorkshire. In 2015 they were facing a number of challenges including:

- › Complex security requirements as a mobile ambulance trust
- › Issues around visibility of threats
- › Consolidation of IT security to a single synchronised platform

The team were keen to choose a new vendor who could offer a flexible yet scalable solution that would continue to be effective for many years to come.

'Our key objectives in the procurement of this security software were to reduce management time and ensure a seamless migration from the existing software. Many of our challenges were overcome with this procurement, ensuring that our information is now secure.'

Daniel Malone

IT Systems Senior Analyst, NEAS

Technology Solution

Sophos EndPoint Protection was due for renewal in 2015 so the NEAS IT team decided to explore wider propositions from Sophos with the support of their Sophos partner Trustmarque. Further to a number of meetings during which they discussed Next Generation firewalls, synchronised security, Sophos UTM and Endpoint Protection they decided to move forward with a complete solution from Sophos to improve their IT security, and upgrade their traditional on-premise line-up. NEAS has now implemented the following Magic Quadrant leading products:

- › Sophos Central with Server Protection Advanced - a unified console for managing Sophos products
- › Sophos EndPoint Protection (renewal for five years) - prevention, detection, and response technology
- › Sophos UTM (bought in batches in April 2015 and March 2016) – a unified network security package in a single modular appliance
- › Sophos RED - makes extending a secure network to other locations easy – in this case to access patient data. RED was trialled with the Air Ambulance service – allowing First Responders to securely access patient files whilst mobile.

NEAS placed the order through Sophos partner Trustmarque. Training was another pivotal part of the purchase and this was delivered by Sophos Certified Architects, Yorkshire-based Evolve North.



'Through close consultation and collaboration, Evolve North, Trustmarque and Sophos were able to create a solution tailored to meet the requirements of North East Ambulance Service, ensuring security, availability and integrity of their environment and infrastructure.'

David Moffatt

Technical Director, Evolve North



Business Benefits

The single most important benefit of this project is the reduced risk to NEAS through increased visibility of threats using one synchronised platform. They now also have:

- Total confidence in this 'best of breed' line-up
- Flexibility and a stable solution that will meet current and future demands
- Collaborative and more efficient ways of working using the single platform, saving the team hours every month
- The ability to access patient data from anywhere at any time
- Automatic and continuous updates through Sophos Central, allowing the team to spend their time on more important tasks
- Cost efficiencies because no on-premise servers are required
- Simple management and reduced training needed, again saving time and investment

According to NEAS IT Technical Engineer Daniel Malone: "Our key objectives in the procurement of this security software were to reduce management time and ensure a seamless migration from the existing software. Many of our challenges were overcome with the procurement, ensuring that our information is now secure."

In the future at NEAS there are plans to further upgrade the existing Wi-Fi solution and implement Intercept X for ransomware protection, working closely alongside both Sophos and Trustmarque.

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