



“RELIABLE MOBILE WORKING CANNOT BE ACHIEVED IN THIS AREA”.

This was the (understandable) comment made by Central Essex Community Services (CECS).

The geographical topology of East Anglia does not lend itself well to strong and reliable wireless signal. The nature of some of the applications that CECS use are designed for a constant (wired) connection and the fluctuations and breaks in signals that is mobile connectivity made these applications unworkable in the field.

The type of work processed by CECS (Assessments) meant that the data is normally input in a live environment, and any break in service would crash the application and interrupt the interview. John Niland, Chief Executive at CECS stated *“These secure applications are not ‘connectionless’ (aka browser based packages) these are designed to have timed contact between the client and the server, this software was never designed to manage breaks in that link”.*

A chance meeting with Tony Pullon, Owner of Net-Ctrl brought to light the merits of an application called Mobility XE from NetMotion Wireless. This led to an pilot being run to prove the claims that were made. Because of the sensitive nature of the data, even though made claims regarding

the secure nature of Mobility XE, it was installed over the top of existing security protocols. Despite the additional layers involved the installation went smoothly and the benefits were immediately apparent.

Niland said *“To be honest, the additional layers compromised the NetMotion solution, however the PCT department that were using this new method of connection said it had improved connectivity considerably.”.* Niland continued *“It was on this basis that we recommended we should go with this”*

With the security side of the NetMotion solution proven, the additional layers were removed and CECS saw another significant improvement in the reliability and performance of mobile working.

Looking at the bigger picture Niland said *“We wanted to revolutionise the way wheelchair services were provided, traditionally wheelchair users have to*

NETMOTION WIRELESS
IN HEALTHCARE



SOLUTION
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John Niland
Chief Executive
Central Essex Community
Services

John Niland has a degree in Politics from the University of Essex and post-graduate degree from the University of Southbank in Urban Policy.

John's involvement with the NHS began in 2004 when he became PEC Chair of the former Maldon & South Chelmsford PCT, and then Joint PEC Chair of Mid Essex PCT.



come to a central point where they are assessed in that venue, all information is documented and recorded. It is from this basis we are then able to determine the type of wheelchair that should be assigned for that person". But Niland added, "The somewhat ironic issue for many of these people is the ability to gain access to that central point in the first place".

In tendering for this business, through the use of Mobility XE CECS were able to offer the wheelchair services from any local Leisure or Community Centre or, indeed at a residents home. "More than fixing a problem, adopting NetMotion Wireless gave us an edge" said Niland.

The flexibility of Mobility XE has allowed CECS to optimise other applications for District Nurses, who assessment processes are much longer. The next stage for CECS is the adoption of tablets to remove the barriers of having a laptop between the Nurse and the resident. "A tablet is much less intrusive" Niland added.

Having the ability to effectively start again with mobile working, we have invested in 100 additional NetMotion licenses at this stage for our therapists and nurses to supplement our assessments staff using live patient records in order to treat. In summary Niland says "There are still obstacles to mobile working, but now it is more cultural than technical, NetMotion Wireless has managed to address reliability, efficiency and give us a competitive edge".



For Care in the Community, on a hospital campus or in outpatient clinics, mobile clinicians typically access data over mobile connection or on a wireless LAN through strategically located access points. In the community, home-health workers, emergency-services personnel and other mobile clinicians access data networks using mobile carriers.

In both scenarios, maintaining continuous connections can be a challenge. Medical centres harbour "dead spots" for coverage such as long hallways, stairwells, lift shafts and hidden obstructions.

Mobile coverage can be patchy due to man-made obstacles, reflective surfaces, varied terrain and tower distribution. When clinicians enter no-coverage zones, the network connection drops, open applications hang or crash, and physicians and nurses are forced to re-log in to the system and may need to re-enter lost data.

Improved Care, Fewer Help-Desk Calls NetMotion Mobility XE for Healthcare

NetMotion Mobility XE® is a mobile Virtual Private Network (VPN) widely used in healthcare settings. Organisations that have implemented Mobility XE have realised the clinical improvements of bedside data access, while sharply reducing help-desk calls from users. That is because unlike other types of VPNs, Mobility XE is expressly designed for mobile environments. In such environments, workers need "instant on" connections, roam and use computing devices constantly, while expecting uninterrupted use of open applications throughout the workday. Other types of VPNs can handle some of the security requirements, but not the practical mandate to keep clinicians maximally productive and able to focus on their patients.



Net-Ctrl are a value added reseller of internet and network security and mobile working solutions. From our headquarters in Ipswich we reach out to public and private organisations throughout the UK.

Since our inception over ten years ago, we have focused on providing high quality and innovative products to our customers. We've had considerable success in providing high-end firewall and mobile working solutions, principally in to larger businesses, local government and NHS.

Net-Ctrl was introduced to NetMotion Wireless by one of its customers. They found Mobility XE from NetMotion Wireless met their requirements and after a successful trial they purchased licences and deployed the solution. From this time Net-Ctrl became a reseller of Mobility XE and are engaged in rollouts across the UK.

NetMotion Mobility XE® is Net-Ctrl's mobile working preferred alternative to legacy SSL and IPSec products

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