



The power of knowing



The East London NHS Foundation Trust is a specialist mental health trust formed in 2000 by the merger of Tower Hamlets, Newham, The City and Hackney community trusts. It delivers a range of community-based and in-patient services right across the spectrum from children to the elderly, supporting a population of 710,000 people.

The Challenge

The Trust's founding vision was firstly to increase the efficiency of health care provision, and secondly, to deliver more of its mental health services to patients directly within the community, placing each individual in greater control of their own treatment. To facilitate this change and achieve greater efficiency, the Trust had to find a way to support more flexible working practices.

Giving employees access to the Trust's systems and information resources from a variety of locations - at another healthcare or local authority site, from home, or on the road - would deliver the required increase in productivity.

If these employees could access any non-clinical system they needed from any location, rather than having to return from meetings to a Trust site in order to use them, they would be much more efficient and more effective in helping the trust deliver improved services to patients.

To find the solution and deliver the highest possible level of security, East London NHS Foundation Trust approached IT solutions company Eurodata Systems, who recommended and implemented the highly robust SSL VPN technology; the Intelligent Application Gateway (IAG) solution from Microsoft and incorporated Swivel Secure's patented IAG user authentication technology, Swivel™.



Eurodata is a Swivel Premier Partner



The Solution

“Swivel Secure offers a unique solution with true security and financial benefits - it reduces costs and risk and increases efficiency and productivity. A recent audit has shown that Swivel Secure’s token-less solution delivers typical cost savings of 40% on the token-based option.” **Brian Dunleavy, Eurodata Systems’ NHS Business Manager**

“We recommended Swivel Secure’s patented IAG network security solution, a token-less multi-factor authentication system where users are provided with a unique PIN that never changes. To access corporate systems or email, they are sent a ten-digit One-Time-Code (OTC) security number, via SMS, to their mobile phone each time they wish to gain access to the network.”

Sarah McNicol, Channel Director for UK & Ireland at Swivel Secure, commented, “We worked closely with Eurodata Systems to ensure that exactly the right system was implemented for their customer and our award-winning Swivel system fitted the bill at every level.”

Jonathan Buchan, Network Development Manager at East London NHS Foundation Trust, commented, “We looked at various options, including a leading token system, but our concern was that it was too expensive to implement, had a limited life and there was always the risk that users may lose their tokens. We were inspired by Swivel Secure’s token-less solution as it overcame all these issues and provided a flexibility of use that some other solutions simply cannot offer.”

Implementation

Swivel was piloted with just 15-20 senior managers; each received training in how to use the new technology from Dell laptops with built-in 3G cards.

“The implementation of the system went very smoothly,” said Buchan, “it has grown in leaps and bounds and works incredibly well.”

The solution has now been rolled out to more than 200 users, allowing remote access to selected corporate systems from any location and revolutionising the way employees work, delivering greater flexibility and significantly increased productivity

System Benefits

- Reduces the reliance on slow, paper-based, business processes
- Enables staff working off site to communicate much more efficiently with colleagues and associated organisations to deliver more integrate serviced to patients
- Enhances work-life balance of critical corporate staff by allowing them to work from home, or any other location, in line with NHS directives

The Swivel solution delivers additional benefits for the IT team including the ability to provision new users without the time and cost implication incurred from sending IT support personnel to set up the system.

With no tokens to manage, less time is consumed administering the technology such as collecting tokens from staff when they leave the service resulting in more time for strategic activities and helping to optimise budgets.

The Future

In future, the Trust plans to use the technology to support the rollout of RiO, a web based application that will give community nurses remote access to patient information and the ability to book in-patient stays, outpatient appointments or other treatment.

