

CASE STUDY:**BIRMINGHAM WOMEN'S & CHILDREN'S
NHS FOUNDATION TRUST****BETTER REMOTE SUPPORT FOR A LEADING UK HEALTHCARE PROVIDER**

Institution: Birmingham
Women's & Children's NHS
Foundation Trust

Location: Birmingham, UK

Size: 6,000 staff

Product: Remote Support &
Privileged Remote Access

Industry: Healthcare

Institution Snapshot

Officially launched in February 2017, Birmingham Women's and Children's NHS Foundation Trust united Birmingham's Children's Hospital and Birmingham's Women's Hospital together under one NHS Foundation Trust. The first of its kind in the UK, the Trust comprises around 6,000 staff providing pediatric and maternity services, plus much more, to thousands of patients in Birmingham, the West Midlands and beyond.

The Challenge

Birmingham Women's and Children's NHS Foundation Trust needed to provide assistance in a quick, efficient, and secure way to their remote staff. Issues with providing support to remote staff that were connecting to the network from home via VPN, particularly on smart devices such as tablets, had been a challenge for many years.

An additional issue was having the ability to accommodate third parties or contractors who required access to the Trust's network. It was essential that Birmingham Women's and Children's NHS Foundation Trust maintained absolute control and oversight of third-party access, only granting entry to the necessary systems and data. Lastly and significantly, by the nature of its work, the Trust and its staff handle incredibly sensitive information and are accountable under regulations including the Data Protection Act, the General Data Protection Regulation (GDPR), and local governance policies.



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DAVID MARSHALL, HEAD OF IT



Why Beyondtrust

BeyondTrust's Secure Remote Access solutions save time for both support staff and end-users at The Birmingham Children's Hospital. Now, whenever an off-site member of staff is having trouble connecting to the Trust's networks, support can be given instantly and remotely.

As long as the user has internet connectivity, expert staff can access the device, take control and immediately reconfigure it to access their VPN securely.

Crucially, the Remote Support solution works across multiple devices and operating systems. This is especially important as many of the Trust's staff rely heavily on portable tablet devices, which have become the platform of choice in delivering the services the Trust offers.

Maintaining Secure Access

There was some initial pushback to the new BeyondTrust relationship – the Trust already used other products such as Microsoft SCCM to provide remote support – and some questioned the need to implement another solution. However, since installing BeyondTrust's Remote Support and Privileged Remote Access solutions, the support team has seen massive improvements in the way it provides support to the rest of the Trust as well as delivering substantial cost savings.

The Trust has improved the efficiency and speed of dealing with end-user issues, which, for a small team needing to make the best use of its time, has been an enormous benefit. The end-users themselves are also pleased with the support they are receiving. Using the questionnaire functionality of the solution, the support team has received very positive feedback from those satisfied with the service.

Overall, BeyondTrust's Privileged Access and Remote Support solutions have allowed the Trust to keep its network secure and compliant while delivering an improved service to its staff and quickly enabling its third parties to access its systems. Through granular control of who has access to what on the network, the Trust can ensure that all of its sensitive data is secure and only accessible to those who need it.

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BeyondTrust is the worldwide leader in Privileged Access Management (PAM), empowering companies to secure and manage their entire universe of privileges. The BeyondTrust Universal Privilege Management approach secures and protects privileges across passwords, endpoints, and access, giving organizations the visibility and control they need to reduce risk, achieve compliance, and boost operational performance.