

Avon and Wiltshire 
Mental Health Partnership NHS Trust

Customer-at-a-Glance

Avon & Wiltshire Mental Health Partnership NHS Trust
Bath, England

Industry
Healthcare

Sophos Solutions
Sophos Cloud

No of Users
6,000 (1,300 of which are mobile workers)

Avon & Wiltshire Mental Health Partnership NHS Trust faced weighty challenges such as the security of confidential patient data, as well as protecting hundreds of mobile healthcare workers on the move. Sophos Cloud has proved itself as the perfect tool for the job; not only in terms of security coverage but also with simplicity of set up, ease of use, and by providing significant time savings.





Avon & Wiltshire Mental Health Partnership NHS Trust has been a Sophos Endpoint customer for a number of years. James Maloy, Device Architect at the Trust was charged with managing and updating the security of an increasing number of mobile devices used by staff in the field, including those on home visits, working in drug rehab centres or in prisons.

James decided upon Sophos Cloud for web and NHS Mail protection due to the volume of devices in use, and also budget restrictions which prohibited costly infrastructure maintenance or updates.

“By bringing in Sophos Cloud we have created a new paradigm where we are able to actively monitor the status of all machines, ensure they are well protected and make sure there is no data removal.”

JAMES MALOY
Device Architect

Business challenge

The biggest challenge faced by Avon & Wiltshire Mental Health Partnership NHS Trust is data security; ensuring confidential patient data is safe and avoiding costly ICO fines. Budget cuts imposed by government have also meant that the Trust has needed to adapt its strategy and choose the most cost effective options available, while still providing a seamless and secure service to its users and patients.

“Much of our time was previously spent concentrating on how and where data moved on and off mobile devices and how we protected ourselves against malware and threats,” says James. “Before we brought in Sophos Cloud we had a domain-centric model which meant that users needed to stay in constant contact with us for upgrades and updates.”

Technology solution

The Trust tested and decided upon Sophos Cloud in just a matter of days. It was deployed almost immediately afterwards using a trial license and the final install took place the following week.

Sophos Cloud is now available to James and the team at the Trust from any computer with a browser, and provides 'everywhere coverage'. There is no complicated server set-up or infrastructure maintenance and the solution is subscription-based and cost effective. In addition, user policies are now unified across systems eliminating staff downtime.

"Now staff can wander freely and feel confident that they still receive the policy upgrades and antivirus signatures they need."

JAMES MALOY
Device Architect



"Sophos Cloud is a complete solution, allowing us to spend more time providing other services, safe in the knowledge that our users are protected," says James.

Deployment of Sophos Cloud was 'easy' according to James, including configuration of appropriate policies, downloading the installer and applying it to target laptops. "In a matter of minutes we had fully configured the laptops and programmed the policies, as well as setting up all the necessary reporting data which was already feeding through to us," enthuses James.

The Sophos Professional Services team were on hand to support deployment but James didn't need to call them; the ease of configuration and deployment meant that he didn't need to.

Previously three people monitored the status of the endpoint protection at the Trust, yet this has been reduced to one person thanks to Sophos Cloud. "Thanks to Sophos Cloud, endpoint protection management now comprises the smallest part of my day," says James.

Business results

James believes one of the biggest benefits of Sophos Cloud is the freedom now enjoyed by mobile workers, saying: "Now staff can wander freely and feel confident that they still receive the policy upgrades and antivirus signatures they need. We have freed up our users from having to make regular contact. They now use their 3G enabled laptops to access the domain via a Citrix access gateway."

Staff at the Trust are protected at all times—regardless of location—and reporting has also improved thanks to the continuous coverage provided by Sophos Cloud.

James lists the range of benefits of Sophos Cloud as being:

▸ Time savings

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Sophos Cloud also provides the IT team at the Trust with more time to spend on other proactive projects, by reducing the man hours required to maintain the servers.

In addition, significant time savings have been achieved in terms of (a) reduced end user downtime when working across multiple systems and (b) reduced end user downtime when an update is required.

"The introduction of Sophos Cloud enables us to 'untether' ourselves from the domain and provide freedom for our end users," says James.

› **Eliminates hardware & software costs**

Instead of spending budget on hardware and software updates including expensive server purchases, maintenance and upgrades, Sophos Cloud is hosted by Sophos (security as a service), freeing up the IT budget held by James and the team at the Trust. Sophos Cloud is also subscription based which supports improved budgeting.

› **Simple manageability and reporting**

“At the click of a button we are able to see the status of our devices – for example, the antiviral status including pending or present threats,” explains James. “We can also see which users are using removable storage and how often, and we can easily modify our policies.” All the information James needs is readily available on the Sophos Cloud dashboard – and from the end users’ point of view it is a ‘practically invisible’ solution so they can just get on with their work. Updates occur even if the users aren’t connected to the network so protection follows them everywhere—on the road, at home or in the office.

Functionality can also be easily expanded over time as James’ requirements change.

James concludes, “Sophos Cloud is brilliant. It has done well with providing the tools we need to achieve our goals. We have used other security solutions in the past but Sophos was our first choice for this project. Moving forward we will continue to look to Sophos. We have all the reporting information we need and all our governance requirements are met.”

To find out more about
Sophos Solutions

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