HERBERT

250 years of innovative productivity solutions

Mobile technology

Bring your own device

Secure software

Informatics Merseyside

NHS Trust IT Provider Uses Airwatch from Herbert to Safeguard MobileWork Data

NHS

Informatics Merseyside

These days no one wants to carry around two mobile phones, one for work and one for personal us, and it can also be very cost effective for the employer to just reimburse staff for work calls rather than provide them with phones. However this comes with a huge number of security issues for business and organisations such as the NHS. Airwatch® mobile device management software will enable staff to use their own phone and tablet for work activities without the worry that sensitive data such as patient-specific emails or files will fall into the wrong hands. We think this is the way forward for mobile devices, particularly in environments such as the NHS where data is hugely sensitive.

The Problem

The NHS Trusts in Merseyside, which use Informatics Merseyside for their IT services, wanted to introduce new smart phone and tablet technology, enabling executive level staff access to applications on a tablet and smart phone to review, email and access board papers during meetings.

The Trusts are also looking to extend use of tablet and smart phone technology to clinicians and staff onwards and in the community, but needed a solution that safeguarded security and confidentiality in the NHS, where data is extremely sensitive. Informatics Merseyside NHS trust partners also wanted the ability to allow staff to use their own tablet or smart phone on Trust premises while safeguarding security and confidentially.

The Solution

When Informatics Merseyside needed a mobile device and data management system that protected security and confidentiality while bringing new technology to the NHS, they chose Herbert. Informatics Merseyside, an NHS shared service providing IT services to local health trusts hosted by Mersey Care NHS Trust, worked with Herbert to roll out Airwatch®, to manage, encrypt and control data on tablets and smart phone devices.

Informatics Merseyside trialled several different solutions, but chose Airwatch® based on numerous feature and performance based benefits. Airwatch® allows Informatics Merseyside to enrol any device as a 'trust device' during working hours and lock down personal applications such as social media, cameras and Cloud services and then reinstate them when they complete their shift.

Airwatch® allows organisations to encrypt confidential e-mail on mobile devices and lock the data on the phone so if it is lost or stolen it cannot be read, the device can be locked and data deleted remotely before it can be accessed. In addition, a message can be sent to the device offering a reward for its return.

Stephen Appleton, Clinical Informatics Lead at Informatics Merseyside, said:

"Herbert's Airwatch solution fitted our needs. It allows us to securely manage our growing mobile device fleet along with enabling our 'Bring Your own Device' strategy. We have a large programme which is mobilising clinical information through mobile app technology known locally as the 'I'm Mobile' programme, therefore having a tool like Airwatch® to manage any security concerns is vital f or our health community"

Many of Informatics Merseyside's partners have taken Airwatch® Mobile Device Management as a means of managing, encrypting and controlling data on smart phones and tablets. These include Aintree University Hospitals NHS Foundation Trust, Liverpool Heart and Chest NHS Foundation Trust, Liverpool Clinical Commissioning Group, Liverpool Community Health NHS Trust,Mersey Care NHS Trust,Mersey Commissioning Support Service,NHS Merseyside, South Sefton Clinical Commissioning Group, Liverpool Clinical Commissioning Group, Southport and Formby Clinical Commissioning Group, and TheWalton Centre NHS Foundation Trust.