



## Swansea NHS Trust

### Time Saved, Efficiency Increased

*Swansea National Health Service (NHS) Trust employs nearly 9,000 people and has an annual income of over £300m. The Trust serves a population of over 250,000 through nine hospitals with over 1,800 beds and through psychiatric day centres, resource centres, health centres, health clinics, hired premises, GP surgeries and patient homes. The Trust also provides tertiary (specialist) services, e.g cardiac and neurosurgery, to an even wider population base, and are home to the Wales Centre for Burns and Plastic Surgery.*

#### Business Needs

- Implement central management across Swansea's NHS Trust, supporting the healthcare's security and management network from a single access point.

#### Solution

- LANDesk® Management Suite
- LANDesk® Security Suite

#### Improved Efficiency

The Swansea NHS Trust has implemented LANDesk® Management Suite to support its IT operations and improve efficiency between its two key hospitals. Ensuring the integrity of the health service data is critical for the National Health Service, and LANDesk Management Suite was selected to guarantee data integrity and ensure optimum confidentiality at all times.

LANDesk Management Suite is installed across the entire Trust. Installations were initially made to its non-acute sites in order to reduce the need for staff to be constantly out in their vehicles. These PCs will be fully supported through ongoing remote access control that incorporates training, settings updates, desktop recovery and a seamless transition in the event of a system migration.

The adoption of the software, which includes LANDesk Management Suite, will enable the Swansea NHS Trust to improve remote control efficiency, patch management and also ensure that time management of employees is improved. As a result of the deal, LANDesk has reduced the need to employ extra staff to enable the smooth running of Swansea's IT network.

A further key element of the deal was LANDesk's ability to provide optimum security of USB and portable devices. Medical staff who are required to make home visits, travel and work increasingly outside the hospital walls needed assurance that transition of data from mobile devices to fixed PCs was secure, seamless and complied with data protection guidelines.

## Added Value

Prior to the implementation of LANDesk® products, Swansea NHS Trust was operating under a centralised IT department with IT presence at two hospitals. This meant a lot of travel time between hospitals resolving issues and providing support. Although some point solutions such as spyware removal, remote control and imaging were in use, these were not integrated in any way. The key driver for the adoption of the selected LANDesk products was the remote deployment of software and patches and the remote management of users, which will aid efficiency and enable the Trust to maintain more optimum IT systems. The detection and removal of spyware within a simple, proactive and flexible solutions offering was also of fundamental importance when choosing LANDesk as an IT partner.

Swansea NHS Trust chose LANDesk's products from a selection of competitors which included Computer Associates. LANDesk® Management Suite was selected on the strength of its ability to match the specified criteria and produce the highest score in terms of suitability. LANDesk's history and consistency as a leading asset management and enterprise security provider enhanced its willingness to work and develop a strong, long standing relationship with Swansea NHS Trust. LANDesk was also selected on its ability to contribute to Swansea NHS's ROI by providing cost savings through strong, intelligent IT systems.

The requirements Swansea NHS put in place included:

- Proactive management of desktops and assets
- Protection of USB and portable devices
- Asset tracking capabilities through automated discovery
- Hardware and software inventory
- Configuration management
- Software usage monitoring
- License management
- Cross-platform reporting (compatibility), including PDAs
- Vulnerability monitoring, comprehensive vulnerability management based on assessment, and patch and configuration

“LANDesk Software was the only vendor to provide a comprehensive desktop management solution in a single product. Other tools in this area were disjointed or unwieldy, but LANDesk Software was simple, easy to use and implement, and provided functionality immediately on installation,” said Steve Morgan, Acting Head of I.T., Swansea NHS Trust.



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