

BMS Mobile Clinical Working Solution

Secure-IT - 2 Factor Authentication
Secure-IT Monitor - Connectivity Engine

Protecting over 200 Trusts in the UK

BMS

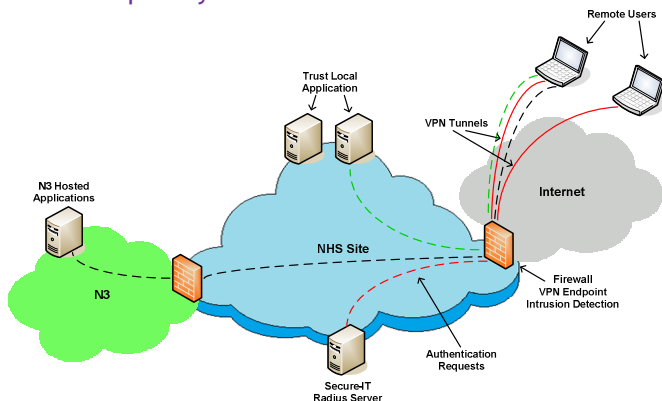
In recent years, the NHS has seen substantial growth in the need for secure remote access to their networks. The NHS workforce has been mandated to deliver new national standards and applications leading to a greater need for authenticated connections from remote locations or from home.

“Although access via N3 would have given nurses access to the SAP application, it would not have allowed them to synchronise data with their Laptops. The BMS Secure-IT VPN solution was the perfect solution for us. It ensures high speed connectivity, is fully secure, complies with all NHS remote access requirements, and provides us with a scalable, cost-effective solution for the effective roll-out of SAP, which will ultimately improve patient care”.

**Steve Matthews, Technical Deployment Manager,
Hertfordshire Health Informatics Service**

The NHS Remote Access Solution

BMS has designed a cost-effective solution specifically for the needs of NHS organisations. This is a well proven solution with over 200 Trusts and 20,000 NHS multi-disciplinary users.



Secure-IT provides strong, 2 factor authentication to enable NHS staff to securely access Trust data from wherever they are working, using NHS Smartcards, hard tokens or phone tokens as their means of strong authentication.

A typical Secure-IT solution comprises Secure-IT 2 factor authentication software, combined with approved EAL4 appliances to provide firewall, VPN concentrator and intrusion prevention; SSL or IPSEC

encrypted VPN tunnels; installation, training and on-going support from BMS.

The solution will address all of a Trust's requirements for secure remote access, for both clinical and non-clinical staff. All Trust staff will find this solution easy to use. Users may include on-call support staff, clinicians, nurses and community staff, managers and directors working from home; it is also welcomed by IT staff as this solution requires little or no regular management. The solution is fully scalable and can cater for many thousands of users.

The Secure-IT solution complies with guidelines offered within the Good Practice Guides (GPGs) provided by CfH, and the more rigorous standards originally laid down by the NHSIA.

Secure-IT Monitor

In 2011, BMS, working in conjunction with Nottinghamshire Health Informatics Services (NHIS), developed Secure-IT Monitor, to enable 'true mobile working' conditions for NHS staff. The BMS Mobile Clinical Working solution was born, comprising Secure-IT combined with Secure-IT Monitor.

Secure-IT Monitor is a utility which may be added to a Secure-IT solution, or indeed any 2 factor authentication solution, to enable users to utilise the technology with no technical knowledge.

Secure-IT Monitor was developed as an additional software utility to:-

- reduce multiple log-ins
- provide intelligent network connectivity
- provide intelligent launching of the VPN and application based upon network connectivity
- provide management information of the user connections

Secure-IT Monitor reduces the number of required log-ins. Previously, clinicians had to work through 6 log-ins, this was reduced to 3 thereby improving user-friendliness and saving clinicians' time. A typical SystemOne user could now authenticate using their NHS Smartcard and be passed through their SafeBoot, Windows, VPN and on to their application.

Key Points:

- Secure remote access, made easy, for clinical and non-clinical staff
- Real cost savings
- Improved staff productivity
- Improved user experience
- Scalable, flexible and proven solution - over 20,000 NHS users
- Protects the Trust's network and helps to keep it secure
- Complies with strict security guidelines laid down by the NHS

Secure-IT

During this more automated log-in process the Secure-IT Monitor software is set to detect network connectivity, i.e. wired or WiFi; if these are not present Monitor will launch 3G or GPRS. The user is advised of signal strength via a traffic light indicator: - green for 'go', amber for 'marginal' and red for 'there is an unacceptable level of signal present, so do not try to proceed'. Knowing whether a network connection is available saves time for the mobile clinicians, adding to their productivity and user experience.

Secure-IT Monitor software provides management reports to identify which mobile internet service providers are enabling good service and which are not.

The BMS Mobile Clinical Working solution consists of 6 components:

- Secure-IT secure remote access software from BMS
- Secure-IT Monitor intelligent connectivity software
- Security appliance (e.g. Cisco, Microsoft IAG or Juniper)
- Means of Authentication - NHS Smartcards, hard tokens or phone tokens
- Installation and training services
- BMS Helpdesk for support



- **Improves user experience** - by utilising the traffic light utility users know when a network connection is available
- **Improved patient care** - better quality information is available to clinicians which tends to reduce unnecessary admissions and protects the patient from misdiagnosis
- **Improves staff work-life balance** - reduced travel and admin time for mobile clinicians, improves morale and gives clinicians more time with patients
- **Security** - protects the Trust's network and helps to keep it secure
- **Scalability** - the Trust may flexibly and rapidly deploy to staff
- **Economical solution** - little impact on the IT Support team
- **Security** - complies with strict security guidelines laid down by the NHS
- **Proven solution** - over 20,000 Secure-IT NHS multi-disciplinary users



Standards-based Solution

The Secure-IT authentication application can be loaded onto any Microsoft Windows based server, with its database installed as a standard application on a Microsoft SQL server. For resilience, the authentication servers can be located on more than one server, which for an organisation with multiple sites, allows the deployment of the servers at the point of entry to the network. The database may also be replicated using standard Microsoft techniques.

The Secure-IT Manager can be installed on any Microsoft based personal computer to perform the administration of user records and privileges relating to the user. In addition to this users can be allocated to a user group or cost centre, and user or group billing tariffs can be set up. In this way a real-time summary of user or group activity and billing reports can be generated if required. Real time audit trails and event logs are available.

BMS—The NHS IT Security Specialists

BMS is a leading IT Security Solutions vendor specialising in the Healthcare market place. BMS provide an holistic, single point of reference service, offering a range of IT security and knowledge management solutions, into the NHS market and other Public Sector and Commercial organisations. BMS offer best of breed products and services at competitive prices along with installation, training and support services.

BMS is a wholly independent organisation dedicated to investigating business problems for clients, proposing technology solutions to best fit their requirements and then implementing and supporting these solutions.

BMS Mobile Clinical Working Solution Benefits:

- **Reduced costs** - more cost-effective than BT's Mobile Health Worker solution and other remote access solutions
- **Reduced costs** - mobile clinicians can make more visits per day and overhead costs are reduced as travel time is minimised
- **Increased productivity** - with one log-in the user will gain access to their application saving multiple log-ins and lots of time
- **Increased productivity** - NHS staff can work effectively from any location
- **Increased productivity** - mobile clinicians will not need to return to base as often, and can therefore make more patient visits
- **Time efficiencies**- administrative tasks are easier and faster to complete as they can be processed in real time without the risk of duplication
- **Improves user experience** - enables high-speed external access from flexible locations to help Trust staff work more productively
- **Improves user experience** - reduces multiple log-ins to a single instance with an NHS Smartcard and makes using the technology easier for the user