Informatics Merseyside Offers Healthcare Staff Flexible and Efficient Work Practices

The Challenge
Healthcare providers are under increasing pressure to realize cost savings and improve patient care. Agile working and hotdesking are key concepts within organizations trying to drive efficiencies. Healthcare providers look to mobile initiatives to drive savings through paperless boards, which eliminate the need to print hundreds of pages of paper and allow for greater flexibility and easier management. Electronic medical records also allow for remote view of patient data with online storage facilities and easy data sharing. Devices, apps and content sharing facilities used to access sensitive patient data need to be secured. Healthcare-specific regulations, such as limitations on where data can be stored, also play an important role. To meet these requirements, healthcare organizations are turning to Enterprise Mobility Management (EMM) solutions, which include device, application, content and email management.

The Client
Informatics Merseyside is an Information Management and Technology (IM&T) NHS shared service that supports 11 different trusts, with 28,000 users, 18,000 IT devices and 750,000 patients across the Merseyside Health Economy.

“We started to look at MDM solutions when, as a result of our paperless board, more and more mobile devices were being deployed onto the organization network,” says Steven Parker, Technical Innovations Lead at Informatics Merseyside. “When we first started a paperless board at Informatics Merseyside, we were using the devices’ configuration utilities to set up profiles on devices, but before long, there were a lot of devices out there and we realized that we didn’t have the required security control over them, as it wasn’t possible to make any wireless changes.” After evaluating a number of providers, AirWatch® offered the speed of deployment needed through cloud-based services, making them the clear choice. Informatics Merseyside was managing devices within just 40 minutes.

Solution Overview
- Customer: Informatics Merseyside
- Industry: Healthcare
- Geography: Europe
- Features: MDM, MAM, MCM
- Devices: 500 – 1,000
Today, Informatics Merseyside, through its I’M Mobile program, moves far beyond its paperless board beginnings. The program allows partner organizations direct, mobile access to corporate and clinical systems and enables clinicians across the country to access patient information through their mobile devices. AirWatch helps keep information, devices and apps secure. Furthermore, NHS policies prevent NHS organizations from storing any information outside the United Kingdom, and AirWatch can manage content across the partner organizations, preventing employees from breaking the rules regarding storage and sharing.

**The Solution**

To secure its paperless board, Informatics Merseyside implemented AirWatch. This implementation allows the organization to secure a fleet of devices, send updates over-the-air and reduce the cost and time associated with printing board documents. “The beauty of AirWatch is the fact that our end-users haven’t noticed it. And to me, that proves what a good product it is,” says Steven Parker about employees’ reaction. “The remote-wipe capabilities provide peace of mind that, should a device be lost or stolen, we now have the capabilities to remove any corporate data.”

Through AirWatch’s multi-tenancy capability, Informatics Merseyside enables its 11 regional partner trusts to implement mobile productivity strategies by leveraging the center of excellence provided by the AirWatch administrator. “We have the ability to delegate rights, deliver configurations and put restrictions in place,” says Steven Parker. Through its I’M Mobile initiative, Informatics Merseyside enables clinicians in its partner organizations to access patient data through custom developed apps, that are deployed to the devices and updated using AirWatch’s Mobile Application Management (MAM) functionality. Employees can now log in from home and download their patient lists and details into a fully encrypted offline form, eliminating the need to go into the office before being able to see patients.

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Technical Innovations Lead
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