The Dudley Group NHS Foundation Trust Enables Remote Workers to Provide Optimal Patient Care

> *BMC Helix Client Management has added a much-needed layer of automation to our enterprise. Our asset estate is constantly evolving, and the BMC solution allows the Trust to be dynamic.*

Lee Rowlett | Senior Endpoint Architect | Dudley Group NHS Foundation Trust

24 hours/30 days
for implementation & deployment

+12,000
users supported

99.9% faster
enterprise patching

Business Overview

The Dudley Group NHS Foundation Trust provides hospital and adult community services to a significant portion of a region in central England's Black Country. Serving a population of about 450,000 people with medical, surgical, and rehabilitation services, both in-hospital and at-home, the Trust offers some of the most technologically advanced facilities and equipment in the country.

The Trust's IT organization of 74 employees manages over 7,500 devices for nearly 12,000 users across 70 locations, providing broad support and services to the Trust's medical and administrative staff.

Business Challenge

As the devastating implications of COVID-19 became clear, the Trust made the difficult yet necessary decision to move the majority of its non-essential workers to home offices, requiring the IT organization to quickly strategize a better, more customizable and secure solution for managing its employees' devices off the network in order to continue providing excellent patient care. Prior to this emergency, the asset management tool in use by the Trust was very slow to deploy, gave IT no ability to deploy offsite and no visibility to

devices being used offsite, and created the potential for troubling security and compliance issues as a result. Further, the tool could not perform third-party patching, creating an inconsistent, lower-performing work environment and opening the Trust up to additional vulnerability and risk.

The Trust also needed a change in its perception of security, from one in which exposing vulnerabilities could enable application needs to one in which mitigating vulnerabilities was paramount. The IT organization wanted to become more agile in its work processes and to be proactive rather than reactive in its approach to deployment, patching, and security. IT team members were particularly eager to find time-savings and efficiencies in service requests by implementing self-service capabilities, and in reporting, which had been manual, slow, and inconsistent. As a primary goal, they wanted to be able to meet the critical SLAs set by NHS Digital, known as Care Computer Emergency Response Team (CareCERT), or face continued financial consequences.

While meeting the demands of remote workers in a worldwide health crisis was not the original focus of the Trust's search for comprehensive endpoint management, it was a powerful motivator, and the IT organization knew it must act quickly to enable productive work, reduce vulnerability across the estate, and continue to fulfill the Trust's commitment to outstanding patient care.

BMC Solution

The Dudley Group NHS Foundation Trust implemented BMC Helix Client Management to support its over 12,000 users and manage its nearly 7,500 devices because of the solution's ability to deliver automated endpoint management and provide great service to end users while keeping costs down, maintaining compliance, and mitigating risk. With BMC Helix Client Management, the IT organization now has insight to the devices deployed to "work-from-home" employees, and is able to reduce risk exposure to those assets and the network by securely patching third-party software. Had the Trust not implemented the BMC solution, users who had not logged into the virtual private network (VPN) previously on their devices would have had to return to their office for assistance, putting themselves and others at risk. With the active directory connection from BMC Helix Client Management, IT was able to set users up on VPN (or log in for them), allowing them their full work capabilities from home, and saving time while reducing risk.

In terms of its security concerns, the Trust is now able to centralize vulnerability management and enable transparency between the Dudley Group and other NHS Foundation Trusts. If there is a breach or vulnerability at one Trust, others are now made aware immediately, helping to protect the NHS Foundation Trust's security posture as a whole. BMC Helix Client Management is also key in the Trust's ability to promote and govern user self-service, allowing the organization to move away from phone and email support and embrace intuitive, time-saving efficiencies. With the automated deployment, vulnerability management, patching, and policy compliance provided by BMC Helix Client Management, Dudley Group NHS is now able to meet CareCERT SLA standards set by NHS Digital.

With BMC Helix Client Management, Dudley Group NHS has seen immediate improvements to productivity and user satisfaction:

- The solution took just **24 hours to implement and 30 days to deploy** across the enterprise.
- With the solution and their open source product to build machines, the Trust's IT group was able to build **over 650 laptops for remote workers in just 5 days with only 2 engineers** as they fully automated the process.
- Dudley Group IT **patched its enterprise PDF application on 2,643 devices in just 10 minutes**—previously, this would have taken about 200 hours.
- With faster software deployments, problems are also resolved more quickly, **saving the Trust the equivalent of several days per month.**
- End users have reported much **higher productivity and satisfaction,** which in turn improves the perception of IT.
- The IT organization reports drastically **reduced support calls due to the solution's communication features,** and much faster resolution of incidents, including first call resolution rates and mean time to repair (MTTR).
- Reporting is now **easy, automated, and user friendly,** saving an estimated 2–3 days every month.

The Dudley Group NHS Foundation Trust chose BMC Helix Client Management for its maturity, full-spectrum endpoint management capabilities, and considerable ease of use. According to Lee Rowlett, Senior Endpoint Architect, "With BMC Helix Client Management, we are able to get maximum output with very few resources required—competing products require a whole team of engineers to manage them." Rowlett also notes the superior visibility offered by the solution, and its automation and remediation capabilities, which allow IT to easily mitigate vulnerabilities that they had previously been aware of but were without adequate resources to manage, and to more comprehensively standardize its estate.

The Trust's future plans include continuing to improve compliance management rules as additional considerations arise, and packaging up the remainder of its bespoke software. While about 80 percent of the estate has already been completed, the Trust plans to fully automate the build process so that all software can be assigned to devices and packaged dynamically so if devices are ever rebuilt, BMC Helix Client Management will provision and update them automatically. The Trust also has near-term plans to further its digital transformation capabilities for ITSM and knows that BMC will be a flexible and committed partner in that journey.

> " *If we are asked, 'Can we?' and 'BMC Helix Client Management' in the same sentence, the answer is always going to be yes. We now ask what can't we do with the solution rather than what can we do.* "

Lee Rowlett | Senior Endpoint Architect | Dudley Group NHS Foundation Trust

Learn more:

🌐 Learn more about BMC Helix Client Management

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