

Oxleas NHS Foundation Trust

With minimum staff levels, the IT department at Oxleas NHS Foundation Trust was hard-pressed to securely manage its large heterogeneous IT infrastructure. The Trust decided to update its Micro Focus® ZENworks® environment, adding ZENworks Asset Management, and implemented Micro Focus Identity Manager, achieving economic savings, an accurate picture of the software and hardware assets in the estate, and a significant reduction in the administrative workload of IT staff.



Overview

Oxleas NHS Foundation Trust offers a wide range of health and social care services in southeast London, specializing in community health, mental health and learning disability services. The trust has a workforce of approximately 2,500 people and an additional 1,500 non-staff operating across almost 100 sites.

Challenge

The management of 3,000 PCs and 4,000 user accounts across disparate locations in southeast London was posing considerable logistical challenges for the small IT team at the Oxleas NHS Foundation Trust.

The Trust's users often needed to receive swift software updates to continue their work of providing care. However it was unfeasible and costly for the IT staff to travel between sites to manually deliver software updates at the required speed.

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TRISTAN DAVID

Head of ICT
Oxleas NHS Foundation Trust

Moreover, IT staff were relying on entirely manual processes to manage all user accounts. To adjust user settings and remove old user accounts, IT staff had to carry out regular audits and review every account individually—a time-consuming task equating to an IT technician's full-time role.

The Trust's IT department also had major concerns with regard to data security. “It could take up to two months for an old user account to be identified and removed, creating an unacceptable data security risk,” said Tristan David, Head of ICT, Oxleas NHS Foundation Trust.

Solution

Oxleas NHS Foundation Trust worked with Sector IT Solutions, a Partner, to upgrade from ZENworks Desktop Management to the latest version of ZENworks. This included both ZENworks Configuration Management and ZENworks Asset Management.

ZENworks has enabled the IT department to deliver software updates across its heterogeneous infrastructure in a timely fashion. “Other Trusts we've spoken to have complained that delivering software updates is a costly task for IT staff,” said Tristan. “This is difficult for us to understand, as ZENworks allows us to make any necessary configuration changes in often

Oxleas 
NHS Foundation Trust

At a Glance

■ Industry

Healthcare

■ Location

United Kingdom

■ Challenge

Managing a large number PCs and user accounts in a variety of locations was becoming difficult for the healthcare trust.

■ Solution

Use ZENworks to efficiently deliver software updates and gain an accurate picture of hardware and software assets.

■ Results

- + Produced significant savings in IT staff costs
- + Accelerated delivery of software updates, improving users' ability to deliver care
- + Improved data security levels

“When we compare ourselves to other NHS Trusts who use alternative solutions, the headcount in our IT department is significantly lower. Novell (now part of Micro Focus) technologies are fundamental to the way we work and allow us to be streamlined and efficient, yet still deliver a high-quality service.”

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as little as 10–15 minutes in our central office and roll them out across our network.”

Furthermore, the creation of user groups with ZENworks has enabled the IT department to deliver targeted applications to specific groups of users rather than to the entire network.

IT staff at the trust are capitalizing on ZENworks Asset Management. “We have more confidence in the accuracy of an automatic inventory than we did in our previous manual register of assets,” said Tristan. “ZENworks Asset Management will be particularly useful in improving the efficiency of our license management, as it will enable us to identify which licenses are not being utilized and pool them for re-distribution.”

Oxleas NHS Foundation Trust is in the process of implementing Identity Manager to automate the management of user accounts.

Identity Manager will provide the IT team with the quick turnaround they require to improve data security levels. “Identity Manager can review access rights to file systems, meaning that users who move posts will have their user rights changed immediately to correspond with their new positions,” said Tristan. “What’s more, Identity Manager will recognize when a user account needs to be removed, and flag this up instantly rather than two months down the line.”

Results

ZENworks has enabled significant financial savings at the Trust. “Without ZENworks, we would need to employ a larger team of IT technicians,” said Tristan. “This was particularly clear during a recent clinical system update. We

estimated that it would have taken 360 hours to manually carry out the necessary re-configurations. With ZENworks, we reduced this to just 37 hours of designing and testing, saving around £7,400 in IT staff time alone.”

The accelerated process of delivering software updates with ZENworks has been well-received by users at the Trust. “ZENworks has improved our users’ ability to deliver care by providing them with the updates they need in a matter of minutes,” said Tristan.

By automatically reviewing users’ access rights and highlighting user accounts for deletion, Identity Manager will significantly reduce the administrative workload of IT technicians at the Trust and minimize risks of data security breaches.

Overall, the use of Micro Focus technologies has enabled the IT department at the Oxleas NHS Foundation Trust to continue offering a high-quality service with minimal staff levels. “When we compare ourselves to NHS Trusts who use alternative solutions, the headcount in our IT department is significantly lower,” said Tristan. “Novell (now part of Micro Focus) technologies are fundamental to the way we work and allow us to be streamlined and efficient, yet still deliver a high-quality service.”

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