

Case study: Norfolk & Norwich University Hospital



Norfolk and Norwich University Hospitals NHS Foundation Trust

Norfolk and Norwich University Hospitals NHS Foundation Trust (NNUH) is one of the largest hospitals in the UK with over 8,000 staff and 1,200 beds, delivering over 1 million appointments annually.

Challenges

NNUH's legacy VPN solution was difficult to manage and deploy; COVID-19 resulted in a need to deploy thousands of new VPN's which would have taken weeks of manual effort.

"As part of our COVID response we needed to rapidly move a large percentage of our workforce to work from home, without increasing the demand on our technical team to manually create VPN certificates for each user. After consulting with SEP2 the Trust decided that the always on VPN solution would be the best approach as this would require little technical work while accelerating the requirements for home working."

Aaron Hayward, Digital Health Network Manager of Technology



Solutions

SEP2 deployed always on VPN, based on Check Point technology, using automatically enrolled machine certificates to deploy rapidly. Always on VPN uses machine tunnels, removing the need to educate users on how to connect and authenticate because they are always connected and always secure. SEP2 also implemented Location Awareness which automatically connects the always on VPN as soon as the device is outside the network with no user intervention.

“SEP2 provided fantastic assistance to get the always on VPN solution enabled quickly, so that our staff could work safely from home while continuing to provide patients services. SEP2 ensured that Trust engineers worked alongside SEP2 engineers which provided invaluable training and knowledge transfer.”

Aaron Hayward, Digital Health Network Manager of Technology

As a result of deploying always on VPN technology with SEP2, the Network Team has been able to focus its attention on additional COVID related work streams, as always on VPN technology has enabled a zero-touch deployment as part of NNUH'S base build image, considerably reducing the support overhead of traditional VPN solutions and freeing up valuable resources.





Benefits

NNUH were able to deploy always on VPN to their users in days rather than weeks. Users didn't require additional training; they continued working as if they were in the hospital.

In addition, NNUH's remote workers are more secure:

- Traffic protected by Advanced Threat Protection features
- Computers are reachable by patching and vulnerability management systems
- All authentication is directly against Active Directory over the machine tunnel

Conclusion

The partnership between NNUH and SEP2 has successfully enhanced remote working capabilities with the deployment of an always-on VPN solution. This collaboration has set a strong foundation for NNUH and SEP2 is looking forward to continuing their support and driving further innovations in healthcare technology.

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