



Foursys

CASE STUDY

NORTHERN IRELAND HEALTH & SOCIAL CARE

The Directorate of Information Systems (DIS), part of the Department of Health and Social Services & Public Safety NI, selected Sophos Endpoint and Email Security and Websense Web Security Suite as their standard products, together with Enhanced Support, Training and Professional Services from solution provider Foursys Ltd.

Business Challenge

Following the Review of Public Administration (RPA) in 2005, the HSC (formerly Health and Personal Social Services) underwent a period of consolidation and change, which resulted in the reduction of 19 existing trusts to 6. As a key part of this, DIS proposed to standardise security across the entire organisation. Previously, the trusts were reliant on a range of solutions from various suppliers. This situation meant that an excessive amount of IT staff time was being spent on support, so solutions that would reduce costs and administrative effort was needed, as well as offer a superior level of protection.

“The use of standard products from Sophos, Websense and Celestix throughout the HSC network has resulted in significant cost savings and simplified IT administration for our users. The level of customer service and support provided by Foursys since 2004 has made the introduction of these standards much easier for the HSC organisations.” said **Michael Harnett, ICT Security Manager, Directorate of Information Systems.**

Results

From desktop to email and web gateway, the HSC network has now improved protection from security threats. In addition, significant cost savings have been achieved and IT administration improved by adopting proven products across a large number of sites. Technical staff at the HSC organisations have also been trained by the same people at Foursys that they call for technical support.

Key Facts

Organisation:	Health and Social Care NI
Location:	Northern Ireland
No of Users:	Up to 50,000
Solutions:	Sophos Endpoint and Email Sophos Email Appliances (14 installed) Websense Web Security Celestix Web Appliances (25 installed)

Foursys Ltd Specialists in Network Threat Protection
Stow Court Stow Road Quy Cambridge CB25 9AS
Tel(main): 01223 810910 Tel(technical): 01223 810911 Fax: 01223 810912 Email: sales@foursys.co.uk

Enhanced Support - Professional Services - Training

www.foursys.co.uk

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Solution – Desktop Security

The Health and Social Care Service in Northern Ireland has used Sophos SAV for desktop Anti Virus (AV) protection for some 10 years. DIS placed a contract to allow standardisation on Sophos Endpoint for up to 50,000 users at all HSC sites because of its reliability, ease of use and threat protection. The Sophos Endpoint Licence meant that more than just AV and malware protection was now included. Endpoint will also include control of software applications (Instant Messaging, games, etc), integrated Network Access Control, data device control and an increasing number of data leakage prevention (DLP) features.

Solution – Email Security Appliances

Prior to the new solution various email security products were deployed across the HSC organisations and DIS had received numerous negative comments from HSC staff about the email gateway issues, including unwanted spam messages and the amount of time spent in system administration. DIS proposed to standardise on Sophos Email Security (ES) Appliances at all key sites and 14 systems have now been installed by Foursys. At larger sites dual ES 4000 appliances have been installed to provide a higher level of resilience.

“The Sophos solution works silently in the background, ensuring virtually no malware and spam can sneak through,” said **Kieran McConville, network manager at the Directorate of Information Systems**. “This has dramatically reduced pressure on our helpdesks, and has enabled us, as well as the systems administrators at the various trusts, to get on with other IT matters.”

Solution – Web Security Appliances

There already had been standardisation on the Websense Web Security Suite at all HSC sites and at the central DIS gateway. But the value of the Websense software was being reduced by the platform on which it was installed. The majority of HSC organisations were using older versions of the Websense software, often installed on old server hardware with various versions of Microsoft Windows and Proxy Server. This resulted in an increasing number of support issues.

The solution was to use a standard Celestix secure web appliance platform including the latest release of Websense, Microsoft Windows and ISA Server. Each Celestix appliance was preconfigured for use at the HSC site to simplify installation. So far 25 Web Appliances have been installed by Foursys, with resilient load balancing at all the larger sites.

Solution – Training and Support Services

Foursys Ltd has been working with DIS and the HSC organisations since 2004 providing Sophos and Websense Licences, and more recently the company has provided:

- Installation and support for all Email and Web Security Appliances
- 3 day onsite Training Courses for all 24 IT Administrators across the HSC on the latest version of Sophos Endpoint and Websense Web Security Suite
- Enhanced Support for Sophos, Websense and Microsoft ISA Server making Foursys the first point of contact for all technical support on these product sets