

2gether NHS Foundation Trust Empowers Employees and Patients with AirWatch

The Client

2gether NHS Foundation Trust (2gether) provides mental and social healthcare services. The trust employs more than 2,300 staff members and serves a population of 761,000.

The organization has been replacing smartphones with 3G-enabled tablets and basic mobile phones for better accessibility due to larger screens. The use of mobile devices across the organization is concentrated on three main areas: directors, senior managers and executives, and the Children and Young People Service (CYP). 2gether hosts board meetings for six different committees each month, printing more than 1,000 pages for each meeting. To reduce the amount of paper wasted, the organization developed an internal app that allows committee members to download all board papers at home, from the organization's internal server. 2gether also uses iPads in its CYP service division, allowing young patients to evaluate the effectiveness of their treatment.

Due to the sensitive nature of data and restrictions in terms of data protection, 2gether needed an enterprise mobility management (EMM) solution to effectively support and secure the rollout of tablets and internal apps, as well as provide the flexibility to develop new, secure apps in the future. 2gether chose AirWatch[®] by VMware[®] after carefully evaluating a number of EMM providers. In particular, 2gether appreciated the company's advanced product offering for multiple operating systems, the ease of dealing with AirWatch, pricing, ordering and licensing for an on-premise solution.

The Challenge

Secure mobile data access and collaboration are critical issues within healthcare organizations where employees are rarely office-based. To boost efficiency and provide better services to patients, many healthcare organizations now utilize board and medical apps on mobile devices, which allow them to access and enter data from any location. When mobile devices are handed to young patients to allow them to complete forms at the point-of-care or to provide a distraction, data security and safety are of the highest importance. To provide the required level of data security, healthcare organizations are turning to enterprise mobility management (EMM) solutions.



Solution Overview

- Client: 2gether NHS Foundation Trust
- Industry: Healthcare
- Geography: UK
- Features: MAM, MDM, MEM
- Devices: 100-500



The Solution

AirWatch® Enterprise Mobility Management is currently deployed on more than 100 2gether mobile devices. Once 2gether and its shared IT services provider had agreed on the project specifics and prepared the servers for on-premise hosting, implementation was carried out by AirWatch within a day. "AirWatch exceeded our expectations," commented Rob Blagden, systems and program manager, 2gether.

2gether's internal board app connects to the organization's VPN and syncs to the internal server to enable access to board documents on tablets. In addition to mobile device management and mobile application management solutions, AirWatch® Mobile Email Management also supports the organization. 2gether is using the AirWatch network access profiles to allow access to emails. "We have been really impressed with the support we have received," said Mr. Blagden. "The AirWatch account management and technical teams are very competent and quick to respond."

AirWatch® Enterprise Mobility Management is particularly useful for the Children and Young People Service. iPads are set up with games to let children become familiar with the devices. At the end of the session, they are prompted to answer questions about the effectiveness of their treatment directly on the iPad. The data can then be accessed by healthcare professionals to assess the progress and outcome of treatments. Tablets are set to route through 2gether's internal proxy servers, Web requests are filtered, and access to inappropriate or malicious content is blocked, ensuring children remain safe.

The use of tablets has been well-received within the organization and users are grateful for the security AirWatch provides. In particular, the IT team values the ability to remotely lock or wipe a device and ensure data is secure, should a tablet be misplaced. "Employees appreciate the fact that the device is provisioned for them personally," said Mr. Blagden. "Once the iPad has been enrolled, an employee simply sets a passcode and everything is sorted. They don't have to configure anything."

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– Rob Blagden
Programme Manager
2gether NHS
Foundation Trust

