Hull University Teaching Hospitals engages Appurity for critical device upgrade

Clinical application Nervecentre is central to Hull University Teaching Hospitals NHS Trust's daily operations. The trust had been using iPod Touch devices to support this app, but iOS compatibility lagged Android. Therefore, a key motivating factor behind this project was improved OS compatibility and functionality with Nervecentre, which ultimately required a migration to Android. The trust additionally required an upgrade to its existing MobileIron solution which would secure and update all devices in its fleet. The trust turned to Appurity, a long-time trusted technology partner, to deliver and manage this project.

BACKGROUND

Hull University Teaching Hospitals: The Hull University Teaching Hospitals NHS Trust operates in the city of Hull and the East Riding of Yorkshire. Based across two sites, the trust is one of the largest in England, providing acute care for a local population of 600,000 and tertiary care for over 1.2 million people. The trust employs over 8,500 people and has an annual turnover of over £500 million.

Appurity: Appurity are a team of cross-platform mobility consultants specialising in cyber security solutions for mobile devices and apps. Appurity's experts are trusted by several leading technology partners including Apple, Google (Android Enterprise), Samsung, Lookout, Absolute (including Netmotion), BlackBerry, Ivanti (MobileIron) and Microsoft. Appurity's consultancy services provide customers with in-depth knowledge on leading technologies that can help them to develop secure and efficient mobile strategies.

Almost eight years ago, Appurity implemented a MobileIron solution across the trust's devices. MobileIron UEM, now Ivanti Neurons for Unified Endpoint Management (UEM), provides unified endpoint and enterprise mobility management for mobile devices, integrated with multi-factor authentication and Android Enterprise zero-touch.

The challenge: Implementing a unified endpoint management (UEM) solution for all upgraded Android devices, activating with Android Enterprise zero-touch, and seamlessly migrating critical application Nervecentre together with almost 30 additional apps. It was crucial that clinical staff could continue to work effectively and securely using the new devices.

Nervecentre is a mobile clinical system that supports hospital workflow. Its capabilities include: the capture and display of patient notes, patient vital signs observations and risk assessments, alerting staff to deteriorating patients, and operational task management. It offers comprehensive integration to other clinical systems, along with extensive reporting capabilities for all levels of management.

Why Appurity?

Appurity's Cyber+ services will get your business ready for Cyber Essentials Plus certification. We'll also protect your entire mobile infrastructure with a proactive and impenetrable security solution, giving you complete peace of mind that your organisation is protected against online threats.

Let's talk

If you'd like to talk to us about Cyber Essentials, simply contact us on:

📞 0330 660 0277

✉ hello@appurity.co.uk

"Appurity take great care to understand the requirements unique to each business. Our Gold Build standard and device enrolment methods are highly secure, adhere to any necessary industry regulations, and always improve end user experience."

Steve Whiter
Director at Appurity

THE SOLUTION

The trust required a device activation process that was secure and easy to manage. Critical clinical systems are central to the trust's operations, so the solution needed to leverage the enhanced features of Android Enterprise and Samsung security. Appurity, as a Samsung Managed Service Provider, Android Enterprise Solution Provider and Android Enterprise Device Reseller, were selected to provide a gold build, zero-touch activation solution, as well as a complete device build and migration.

Appurity migrated 1,500 iPod touch devices to 2,500 Samsung Galaxy A32 Android Enterprise devices as part of this solution. A key success of this project was the delivery of zero-touch enrolment. Because full on-premise project delivery during the COVID-19 pandemic wasn't possible, Appurity deployed all devices remotely with out-of-the-box activation, ensuring that no additional staff or patients were put at risk. The devices were delivered with personalised applications for users already installed and device management policies already set.

Appurity also updated the trust's previous MobileIron solution by overseeing the planning, build and support of a move from MobileIron Connected Cloud to Ivanti Neurons MDM (formerly MobileIron Cloud). This upgrade provides the trust with an up-to-date UEM solution that supports the latest devices and operating systems, and offers additional features such as "lock down and kiosk" that enables devices to be shared across departments. This upgrade also ensured that the trust could assert full control and central management over its devices and apps, minimising unexpected risks.

Appurity provides ongoing management and support to the trust as part of this solution. This support offering ensures that the trust always has a single, responsive point of contact at Appurity, instead of having to navigate multiple support vendors. This streamlined, straight-forward support offering is also cost-effective – critical for public sector organisations. Appurity firmly believes in the importance of delivering solutions that utilise cutting-edge technologies, with dedicated support and maintenance, at transparent and competitive costs.

OUTCOMES

The solution has streamlined the trust's work processes, improved the user experience, and enhanced the security of all the devices in the trust's fleet.

All devices used by the trust, including those not hosting Nervecentre, are activated by Appurity, running the latest version of Ivanti Neurons for Unified Endpoint Management (UEM), integrated with Android Enterprise zero-touch. This has made it easier for the trust to manage and secure multiple devices in its fleet through a centralised system. This solution ensures that if one of the trust's devices is lost or becomes compromised, all critical patient and employee data can be wiped remotely.

ABOUT APPURITY

Appurity specialises in endpoint device security, delivery, and management. Appurity's Managed Mobility Services (MMS) provided to the trust ensure that everything – from device planning and activation to ongoing support – is handled efficiently and seamlessly, leaving the trust free to focus on its operational priorities.

"Appurity have been a valued service provider for Hull University Teaching Hospitals NHS Trust and its mobile estate for many years. Their knowledge of Ivanti (MobileIron), iOS, Android Enterprise and Samsung technologies is unparalleled. We trust them to give us advice on how best to use these latest technologies to benefit the trust, including how to manage, secure, and configure devices and deploy apps."

Graham Annan
Client Systems Manager at
Hull University Teaching Hospitals

"The initial review and documented Gold Build adheres to all our regulatory frameworks. Appurity have activated our Android devices with zero-touch enrolment making the rollout streamlined and pain-free, with minimum disruption to our users."

Graham Annan
Client Systems Manager at
Hull University Teaching Hospitals