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BUSINESS SOLUTIONS

NHS Blood and Transplant

NHS Blood and Transplant (NHSBT) supplies blood to more than 260 hospitals, 365 days a year. Working with many different clients and agencies, NHSBT's data-sharing needs are complex and, as the only provider of blood donations in England, critical.

As technology has evolved, data sharing and collaboration has grown in importance and complexity. Increased demands place a higher burden on networks and systems. Individuals move on and new recruits, unfamiliar with existing scripts and processes, write new scripts. Over time, these ad hoc additions make systems slow and cumbersome. The system inevitably becomes more unwieldy and genuine current business requirements are harder to identify above the 'this is what we've always done' traffic.

Responsible for blood and organ donations, distribution and orders, lab systems, and blood testing, the demands on the system are both complex and time critical. NHS Blood and Transplant's existing file transfer systems were managing more than 400 jobs. Over time, it became clear that NHS IT systems needed to be upskilled to cope with future demands.

This need for an update was heightened further with complexity added by improved data protection legislation. For NHSBT to operate effectively in compliance with the myriad of new legal requirements, it needed a solution that would do more than meet the demands placed on it each day. It needed a system capable of managing future demands and the anticipated increase in complexity of these demands. The solution chosen would need to both integrate with NHSBT's output reporting system and cope with modern-day security challenges, while remaining sympathetic to the bespoke architecture of the Service. Above all, it needed to be easy to maintain and flexible enough to add additional transfers while giving high level visibility that would provide operational and security enhancements to the organisation.

Establishing a Robust Solution In Which Flexibility and Security Are Central

NHSBT had identified more than 100 technical requirements for the new system. With this information, Insight collaborated with HANDD Business Solutions (HANDD) to successfully bid under a competitive tender exercise which was scored against these requirements.

HANDD's extensive experience equips it with an extensive understanding of the managed file transfer space. Meanwhile, its core partner, Insight, has built a wealth of experience in the Public Sector. Together, they combined perfectly to create a dynamic team that accommodated the needs and complexities of such a unique project. Meanwhile, NHSBT was able to benefit commercially from HANDD's robustly independent approach to Data Security.

HANDD's vast experience in this sector helped to crystalise NHSBT`s understanding of its own requirements, one of which was the need for a further layer of security including anti-virus and threat protection. HANDD recommended Fortra's Clearswift ICAP Gateway Solution, which would work seamlessly in conjunction with Fortra's Globalscape to deliver a fully automated solution. The solution identifies areas of risk such as sensitive information, malware or high-risk executables as they flow through the existing web proxy or managed file transfers. In doing so, it heightens the protection of critical information in motion.

Due to the volume of traffic and the time-sensitivity of many of the workflows and processes at NHSBT, HANDD recommended Globalscape be operated with a high-availability cluster to ensure optimal uptime and reliability. NHSBT chose to purchase and run two Globalscape solutions that sit behind a load balancer for failover, making the solution more robust and resilient, and guarding against downtime.

The Solution: A Seamless Switch to a More Robust and Secure Solution

One of the challenges for NHSBT is the number of legacy PowerShell scripts that need to be converted. HANDD's experience of expediting conversion through automated workflows will enable speedier conversion for a more robust system long term.

HANDD will work with NHSBT to establish seamless integrations with additional security products and various existing applications. HANDD and Insight will also support NHSBT by delivering training to upskill the teams managing these integrations moving forward. In doing so, it will ensure the NHSBT team has the skills and knowledge that it needs to hit the ground running.

With HANDD's support, NHSBT has identified and designed a solution that meets the critical demands of one of the country's largest and most complex organisations.

This has created a solution that will fully meet its long-term needs. NHSBT can capitalise on HANDD's expertise to ensure that the resulting system is robust, future-proof and delivering the best possible return on investment. With HANDD's support and Globalscape in place, jobs can be scheduled effectively reducing the risk of overload. This confidence means NHSBT can move away from its reliance on PowerShell scripting, improving operational efficiency and establishing a File Transfer solution fit for the future.

> *"HANDD ensured that we were fully supported throughout the project life cycle, and I have been very happy with the level of communication and engagement provided. They have been flexible in their approach to our implementation and have always been timely in their responses to any questions we may have. Due to the level of expertise provided during the installation, we also tasked them with onboarding all our legacy jobs, as we were confident in the level of service and outputs we would receive. I would also like to personally call out the work of our account manager Nathan, who has always gone the extra mile to ensure I have everything needed to successfully deliver such a complex project."*
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> **— Callum McCourt, NHSBT Project Manager**

About Fortra

Fortra is a cybersecurity company like no other. We're creating a simpler, stronger future for our customers. Our trusted experts and portfolio of integrated, scalable solutions bring balance and control to organizations around the world. We're the positive changemakers and your relentless ally to provide peace of mind through every step of your cybersecurity journey. Learn more at fortra.com.

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About HANDD Business Solutions

HANDD Business Solutions (HANDD) is passionate about simplifying data security delivery. We offer comprehensive data security services, safeguarding data throughout its lifecycle and enabling organisations worldwide to secure their data at rest, in transit, during creation, or when in use. Operating globally, HANDD has implemented its data security approach for over 1,000 customers in 27 countries. Learn more at HANDD.co.uk.com

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