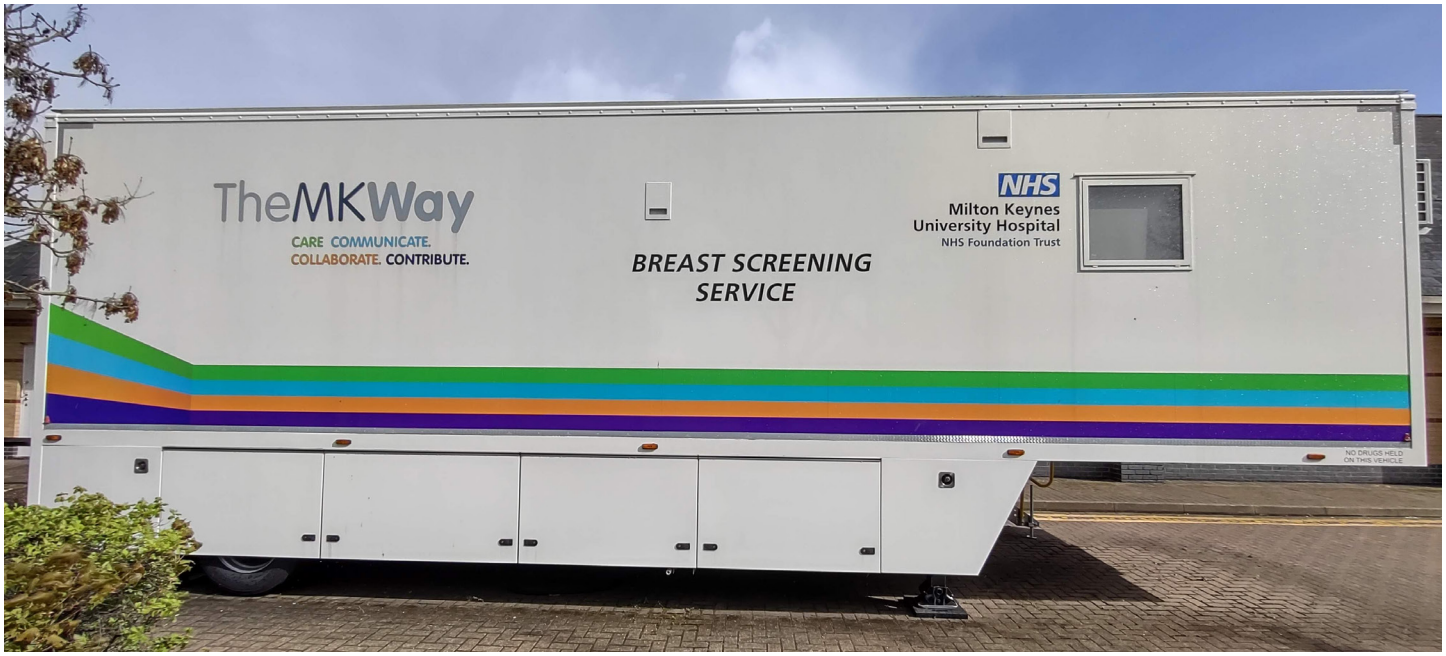
hSo:

CLOUD NETWORK SECURITY

Case study

Client → **DEOS Consultancy**
Industry → Healthcare

DEOS transforms mobile screening by linking mobile units to live medical record systems



DEOS Consultancy connects its clients' mobile screening units to hospital imaging systems, patient record systems, worklists and technical support teams

At a glance

Challenge

- Clients need live access to medical data
- Use VPNs to meet client security needs
- Connect new clients/sites quickly
- Scale backend without complicating IT

Solution

- HSCN connection to share with clients
- Hosted VPN gateway, managed firewall
- Data exchanged via existing HSCN links
- Scalable cloud hosting

Result

- Staff can access the data they need
- NHS data security requirements met
- Quick onboarding of new clients/sites
- Service can scale to meet rising demand

Medical data transfer specialist picks hSo for cloud hosting, HSCN

DEOS wanted to extend its service - allowing clients' mobile units to use applications and websites only accessible via HSCN.

The firm also wished to move away from managing its own physical servers. It needed:

- **HSCN Access** – Required for access to patient records and many NHS trust IT systems. DEOS wanted its own connection.
- **Managed Firewall** – A hosted physical device to securely connect to NHS trusts requesting the use of an IPsec VPN.
- **Cloud Hosting** – Resilient, scalable UK-based hosting to power the server-based aspects of DEOS's service.

DEOS
CONNECTED MOBILE SCREENING

DEOS Consultancy provides connectivity and data management services to mobile medical screening units of NHS trusts and private medical providers.

DEOS's system securely transfers scan images to PACS (picture archiving and communication systems) and can let staff in mobile units update patient records and appointment booking systems in real-time.

The DEOS solution can be retrofitted to most medical vehicles and is recommended by specialist vehicle manufacturer WH Bence Coachworks.

www.ukdeos.com

"HSCN is a real benefit for us because most hospital IT systems trust it and rely on it. Promoting our service is much easier now we can say we've got an HSCN connection."

– Viv Barrett, Director of DEOS Consultancy

Ending Data Transfer Delays

Completed scans are automatically sent to the relevant NHS trust's PACS (picture archiving and communication system), without the radiographer having to do anything.

"Previously, they would have had to upload the scans onto a hard drive... that was being transported back to the hospital, and that often took two days," explained DEOS's Viv Barrett.

"We can transfer images... to the hospital PACS in two minutes."

This speeds diagnosis. Patients can get results faster, reducing needless anxiety. Where scans are unclear or concerning, follow-up scans or treatments can be booked sooner.

Keeping Patient Data Secure

Patient data is encrypted by DEOS devices and sent via resilient mobile broadband to hSo's resilient UK cloud platform.

DEOS's code then decrypts the traffic, decompresses scan images and uploads them to clients' PACS via the HSCN.

An hSo managed firewall handles any additional encryption and authentication tasks required for certain DEOS clients.

hSo is ISO 27001 certified, following regular independent audits of its information security processes and practices.

Onboarding Clients Rapidly

Once trusts decide to use DEOS's service, they want it ASAP. "Most customers want it yesterday," commented Barrett.

DEOS can install its system in as little as two weeks.

Previously, DEOS had to buy a server for each new client to host. Now, it can just run its code on hSo's cloud instead.

This speeds up and simplifies client onboarding and makes it far easier for DEOS to roll out software updates.

New clients have an HSCN connection already, so DEOS can use its own HSCN connection to exchange data with them.

Accessing Records in Real-Time

DEOS clients now have the option to access patient medical records and worklists electronically, securely, in real-time.

This digital approach reduces reliance on paper records, reduces re-keying and improves patient confidentiality.

Mobile units can access appointment booking systems and patient data in real-time, boosting efficiency and flexibility. Slots left empty by cancellations, no-shows, and early completions can be made available for last-minute bookings.

Maximising Service Availability

The healthcare sector requires high levels of system uptime.

To help ensure such levels are achieved, DEOS's cloud-hosted workloads run on hSo's resilient, enterprise-grade server cluster, spanning multiple UK data centres.

The platform is supported 24/7 by hSo's UK support team. Monitoring systems alert the team to potential issues, so troubleshooting can begin promptly, minimising any downtime.

Connecting to HSCN from Anywhere

Mobile scanning units need secure remote access to certain systems that are only available via HSCN.

This access was delivered through a combination of resilient mobile broadband, VPNs, and HSCN connectivity to the cloud.

Clients conducting breast cancer screening can now access the NHS National Breast Screening System (NBSS) from anywhere.

Ensuring Future Scalability

The NHS is spending £2 billion digitising its workflows and modernising its technology. Healthtech startups like DEOS will play a critical role in helping the NHS to digitise its approach.

Barrett expects DEOS to double in size over the next few years.

By using hSo's scalable technology platforms, DEOS can effortlessly and rapidly ramp up its hosting capacity and connectivity to meet rising demand.

"Compared to other HSCN suppliers, hSo were a lot more professional and did what they said they were going to do."

– Viv Barrett, Director of DEOS Consultancy

About hSo

hSo is an accredited managed service provider delivering connectivity, cloud, telephony and IT security services to UK organisations.

hSo is a Health and Social Care Network (HSCN) consumer network service provider and a registered supplier under the UK Government's Network Services 2 and G-Cloud procurement frameworks.

HEALTH & SOCIAL CARE NETWORK

Crown Commercial Service *Supplier*

hSo:

50 Leman Street, London E1 8HQ | 020 7847 4510 | www.hso.co.uk | twitter.com/hSo