



Bloxx Provides Cost-Effective & Superior Web Filtering to Peterborough & Stamford Hospitals NHS Foundation Trust

“Bloxx’s no nonsense attitude to pricing, total cost of ownership and on-going management of its Web filtering appliances was a very attractive proposition for the Trust. We now have all the flexibility, functionality and capabilities we require to more easily manage Internet access and deliver superior protection to the Trust, its staff and our patients.”

Nik Ramsden, IT Infrastructure Development Manager, Peterborough & Stamford Hospitals NHS Foundation Trust

BACKGROUND

Peterborough & Stamford Hospitals NHS Foundation Trust is a major healthcare provider in eastern England and believes it’s the best for patients and great place to work. The Trust thinks this strategy can be achieved through its passionate 3,000 members of staff. It currently offers services across Peterborough, Stamford and Rutland. The new state-of-the-art Peterborough City Hospital opened its doors to its first patients in November 2010. A new radiotherapy suite will open in April 2011 enabling the Trust to provide radiotherapy to cancer patients who previously had to travel outside of the city for treatment. The Trust also operates the Stamford & Rutland Hospital located in Stamford.

THE CHALLENGE

The Trust had been using Web filtering from Surfcontrol, but following the acquisition by Websense, the Trust found that at renewal they would need to install new products and were facing potential increases in support and maintenance costs. With tightening purse strings, the Trust needed to secure the highest level of Internet safety and protection for its users and network at a significantly lower price without sacrificing functionality. Nik Ramsden, IT Infrastructure Development Manager at the Trust explains, “Websense asked us to deploy new Web filtering products at our renewal and were going to charge us extra for the privilege.”

CLIENT:

Peterborough & Stamford Hospitals NHS Foundation Trust

SECTOR:

Health

USERS:

3,000

KEY BENEFITS:

- ✔ Capital costs significantly reduced with lower ongoing total cost of ownership
- ✔ Information governance improved and reputational risk reduced
- ✔ IT management time reduced
- ✔ User and network protection increased
- ✔ Variable access policies created and managed

“Although they could not advise us what the actual figure would be, it was suggested anything up to a 20% increase could be expected. We made the decision to evaluate alternative products, looking for better cost efficiency and good reliability.”

The Trust had a long list of specifications to provide Web filtering across its two sites. These included:

- Support of multiple policies for specific types of users
- Simple integration with existing network infrastructure
- Easy administration and management
- A high availability option
- Comprehensive browser activity reporting
- Straightforward and transparent pricing and purchasing models.

Above all, the Trust needed real-time Internet filtering protection and security for its staff.

The Trust turned to Bloxx for help.

THE SOLUTION

After reviewing and trialling a number of Web appliances, the Trust decided the Bloxx solution best met their needs.

In June 2007, the Trust installed two Bloxx 1250W Web filtering appliances, one each at Peterborough District Hospital and Edith Cavell Hospital, and a 100W appliance at Stamford & Rutland Hospital.

To deliver Web filtering at the new Peterborough City Hospital, this configuration was changed in July 2010 with the deployment of two 1250W appliances in datacentres in Peterborough City Hospital in high availability configuration, as well as a 100W in the public area of Peterborough City Hospital and a 100W in the Stamford & Rutland Hospital.

The Bloxx Web filtering appliances, powered by its patent-pending Tru-View Technology real-time categorisation engine, is now monitoring and reporting on Web activity for nearly 3,000 staff.

“We directly compared our existing Internet content filtering solution with the Bloxx appliances based on our functionality requirements and price,” explains Ramsden. “We concluded that the Bloxx solution provided all the flexibility, functionality and capabilities we required to more easily manage Internet access at a significantly lower price.”

“The Bloxx solution provides all the flexibility, functionality and capabilities we require to more easily manage Internet access that improves protection of our patients’ data and reduces the Trust’s risk and liability. All at a significantly lower price.”

—Nik Ramsden



THE RESULTS

The Trust has been using Bloxx Web Filters for over three years and recently expanded its scope to incorporate the new state-of-the-art hospital, which opened in November 2010. The Trust is delighted with the results.

“We have policies for specific types of users such as administration, general staff and specialists, where they are each allowed different access rights to the Internet,” says Ramsden.

“For example we can provide access for our supplies team to research new suppliers or products, or those needing to search for particular medical terms, conditions or parts of the body that could be blocked with more sensitive policies.”

“We also have specialised policies for our clinical access computers. These machines are under a severely restricted Internet access policy to ensure full information governance compliance to protect our patients’ data and to protect the reputation of the Trust.”

Web Usage Reporting

The Web reporting application – included as standard – is an additional bonus with the Bloxx solution.

Ramsden explains, “We consult the reports and logs regularly and on an ad-hoc basis. We provide high level reports fortnightly to key staff members that deliver a quick proactive overview of the Trust’s browsing activity.”

“Line managers and department heads are well aware of our Web filtering solution and have consulted us on a number of occasions to understand individual browser activity. If a particular issue is identified, I can check what machines were used, who was using them and what Web pages were being viewed.”

“This activity has resulted in staff being helped to understand their responsibilities regarding Web browsing by targeting those who breach policies with additional training and support. The intelligence and insights it provides helps to shape browsing restrictions and our Internet Access Usage Policy as and when loopholes or inappropriate sites are identified.”

The Trust found that it was simple to deploy the Bloxx Web filtering appliances. “The installation process first time round was straightforward. With the deployment of two new appliances in July, it was even easier,” remarks Ramsden.

“We worked directly with Bloxx and were able to install all the appliances ourselves including the 1250Ws in a resilient configuration with just telephone support. We could work the installation around our workloads and staff convenience. It was simple and it worked straight out of the box!”

“As Bloxx provides an appliance-based solution for Web filtering, we found that integration with our network was much simpler when compared to our previous server-based solution.”



“Bloxx has a range of out-of-the-box appliances that easily suited our network requirements which means less installation, integration and ongoing management for us. The support of LDAP enables us to tightly integrate our existing network directory structures so that we only maintain one set of directories which the Bloxx appliance automatically updates to its own LDAP database.”

The Trust discovered how on-going management is made easy with the straightforward administration console.

Ramsden explains, “We can easily manage the Web filtering functionality at the Trust with the user friendly administration console on the Bloxx content filtering appliances. The console is very informative and didn’t require a large amount of training on how to use it.”



“Installing and integrating the Bloxx Web Filters into our network was very easy and ongoing management is ever easier. On the rare occasion that we have had an issue, Bloxx Support Engineers have been very responsive and efficient.”

—Nik Ramsden

“Now there is a wider number of staff in the IT department at the Trust who can maintain and manage our Web filtering functionality due to the straightforward administration console, which gives my team greater flexibility and better response times. The administration is no longer tied down to one or two individuals which in the past could have been an issue if their annual leave or sickness coincided.”

With no hidden configuration tabs or tools, Ramsden and his team found they could quickly and easily trace any issue and ensure efficient resolution without any long term impact on Internet access for staff and visitors.

Ramsden adds, “On the rare occasion that we have had an issue with the Bloxx appliances, we have found their support service to be responsive and efficient. Individuals based in the UK know the products well and haven’t kept my team waiting too long for a resolution or tied up in red tape.”

Reduced Capital Costs

Bloxx also delivered on the Trust’s need for a transparent cost and purchasing model. “We needed to secure budgets and future funding for the Trust’s Web filtering without the risk of unexpected price increases in the future,” explains Ramsden.

“A combination of set annual costs and a leasing option for the Bloxx Web filtering appliances has ensured that although the NHS will be tightening its purse strings in coming years, we know that this product will be delivering superior Internet browsing protection and security for many years to come.”

Overall Bloxx is providing the Trust with an easy-to-manage, appliance-based Web filtering solution at a significantly lower price.

Ramsden concludes: “Bloxx’s no nonsense attitude to pricing, total cost of ownership and on-going management of its Web filtering appliances was a very attractive proposition for the Trust.”

“And it delivers the much needed high levels of user and network protection that improves protection of our patients’ data and reduces the Trust’s risk and liability.” ■

About Bloxx

Bloxx, the innovator in Web and Email filtering, supplies appliance-based filtering powered by the revolutionary Tru-View Technology to private and public organisations.

To find out more about Bloxx web and email filtering call us on +44 (0)1506 426 976, email info@bloxx.com or visit www.bloxx.com/demo to book an online demonstration.

