

NHS Wales chose MOVEit® to Secure Data Transfers, Ensure Regulatory Compliance and Assure Patient Confidentiality



NHS Wales (The National Health Service in Wales) is the over-arching body responsible for all health boards and trusts within Wales, encompassing 65,000 staff nationwide. NHS Wales works across hospitals, university hospitals, GP surgeries, clinics, dental practices, palliative care centres, pharmacies and more.

KEY CHALLENGES

- › Managing file transfers while putting an end to unmanaged FTP and file-sharing applications
- › Providing total transparency for audits and compliance with internal and external regulators
- › Preventing leaks of confidential business or personnel information by users or external stakeholders

SOLUTION

- › MOVEit Transfer to transfer business files securely
- › Automates the movement of files between businesses, systems and applications
- › Enables people to transfer files via email or a web browser
- › Provides visibility and control over file transfer activity

RESULTS

- › Full compliance with internal practices and industry regulations
- › Complete visibility of documents and files coming in and out of the business
- › Making file-sharing tools more secure
- › Cut time to securely share sensitive information resulting in improving overall patient care

The Challenge

NHS Wales needed to adopt a secure managed file transfer solution in order to meet data protection requirements set out by the Information Commissioner’s Office (ICO), and guarantee patient confidentiality. ICO is the UK’s independent authority responsible for upholding information rights in the public interest, promoting openness by public bodies and safeguarding data privacy for individuals. Under its guidelines, ICO requires data to be processed fairly and lawfully and personal data to be accurate and regularly updated.

One of the main security challenges for NHS Wales was how to properly and safely control, monitor and report on the movement of the vast amount of confidential data transferred throughout the organization and on to external third parties, while complying with industry regulations such as those put forth by the ICO.

Prior to the implementation of a managed file transfer solution from Ipswitch, NHS Wales employees found it challenging to share information securely between sites around the UK, particularly when large file sizes or sensitive information were involved.

The Vision

NHS Wales needed a secure managed file transfer solution that would eliminate previous lengthy processes for data transfer, but that would also comply with regulations and protect patient records.

NHS Wales required a unified managed file transfer platform that would:

- › Allow for safe sharing of large file sizes
- › Ensure complete visibility for files moving in-and-out of the service
- › Meet regulatory compliance, such as ICO and ISO 27001 standards
- › Quickly and regularly provide detailed reports of data at rest and in-transit showing an audit trail
- › Protect confidential patient information, such as medical details, financial documents and medical examination results



Andrew Glencross, senior IT security specialist at NHS Wales Informatics Service, is responsible for providing operational security for all national applications and infrastructure covering every site across NHS Wales. He explained: “Using MOVEit Transfer has given us a level of confidence that was perhaps missing in the past. We can now say with certainty that we have a secure solution in place which meets the needs of our internal teams and ensures compliance across the service and beyond.”

The Solution

The NHS in Wales needed a solution that would enable large data transfers of confidential and sensitive information. MOVEit Transfer allows NHS Wales to digitally transfer this information securely that would normally exceed email caps for attachments. It allows simplification of mail box configurations, the movement of data and secure transfer through firewalls.

A number of employees in NHS Wales already depend on MOVEit to ensure secure managed transfer of confidential information from health boards to other health boards, and to social services, clinical trial sites, solicitors, police, health inspectorates and external commercial third-parties.

By using MOVEit, the NHS Wales Informatics Service is able to properly track, manage and encrypt the transfer of files while at rest or in transit, and take protective precautionary measures when necessary.

The Future

NHS Wales currently has a user-base of 2,000 third party users of Ipswitch MOVEit Transfer technology which extends across Wales and wider a field into hospitals, university hospitals, clinical dental practices, social services departments, ambulance operators, police services and more. NHS Wales is now testing the Ad-Hoc functionality within MOVEit for sharing files and data securely through Microsoft Outlook.

“After testing the use of the secure file sharing abilities of the product, it is being made available to the NHS in Wales as part of wider security initiatives”

NHS Wales Informatics Service

About Ipswitch, Inc.

Ipswitch helps solve complex IT problems with simple solutions. The company’s software is trusted by millions of people worldwide to transfer files between systems, business partners and customers; and to monitor networks, applications and servers. Ipswitch was founded in 1991 and is based in Lexington, Massachusetts with offices throughout the U.S., Europe and Asia. For more information, [visit www.ipswitch.com](http://www.ipswitch.com).

For a free trial please visit: www.ipswitch.com/free-trials/moveit-file-transfer