TeamViewer Tensor

NHS NW London CCG saves time and improves security
with TeamViewer Tensor

NHS

Central support for the frontline.

North West London Clinical Commissioning Group (CCG) comprises of eight CCGs and 350 General Practices (GPs) across the North West of London. Maintaining and securing the core infrastructure across these sites is not easy, especially with a service desk team of around fifteen and tight budgets in the public sector. Thanks to TeamViewer Tensor and enterprise remote connectivity tools, the service desk can be on hand to support CCGs and GPs, manage IT issues across locations and improve the reliability and security of the systems. Something which has been critical in the face of the pandemic.

The NHS NW London CCG needed a remote connectivity tool that offered instant access to servers and devices while being fully compliant with the strong regulations for hospital IT.

Business challenge

The NHS team faced different challenges including:

→ **Covering a large area and multiple locations with limited resources and budget cuts.**

→ **The demand for increased levels of cybersecurity to protect sensitive personal identifiable information (PII), combined with IT support that was simple and accessible for less technical employees.**

→ **The requirement for the central management of different IT-infrastructures to keep electronic medical records (EMR) accessible at any time.**

TeamViewer solution

With TeamViewer Tensor, the NHS can access and manage servers at the click of a button. Allowing sites and practices across North West London to keep on working without IT disruptions or needing technicians on-site. TeamViewer Tensor ticked all the boxes for the NHS compliance and protocols, making it the number one option for the organization.

Results

TeamViewer Tensor dramatically increased the efficiency of the NHS CCGs team, reducing the need for onsite technicians, quickly troubleshooting problems, and keeping its employees and staff safe.

→ **Reliability and speed of all patient-facing processes: The seamless maintenance of any device made it easy to keep critical medical records available for all staff at any time.**

→ **Increased security: 100% central patch management and the ability to respond quickly to and cyber security incidents is keeping PII-data secure.**

→ **Time savings of up to 80%: TeamViewer was deployed in minutes and ready from the start. Problems could be fixed remotely and in less than 2 minutes instead of 10.**

On-demand access

The support team at the NHS receives around 5,000 calls a month. Around 20-30% of the calls needed an expert to help out with IT problems, which could be handled via TeamViewer enterprise access management solutions. This figure rose as a result of the pandemic as support teams are based at home and unable to safely access specific locations. The sheer demand for support means that the team needs to be efficient and operate at speed, while also maintaining the ability to quickly and seamlessly access electronic records.

Using other solutions in the past, the organization had to call users across the sites and get authorization to access their computers. Since using TeamViewer Tensor, specific members of the team have unattended access to servers making life far easier for both the support technician and the user experiencing the technical issue. This means that users don't need to call and allow authorization to the support team. By introducing continental access, the NHS team was able to prevent unauthorised connections and control the user and device access permissions for individual remote workers. Reducing the threat surface and not compromising security. Similarly, by authorizing specific users with a simple single sign-on solution and two factor authentication, TeamViewer is able to quickly confirm the user's identity, regardless of location or device being used, safely allowing them access to the NHS network.

Now, the authorized technicians can just go straight into the computer, fix the problem and then inform the user that the change has been made. Furthermore, it has simplified the support process with the seamless maintenance of any device, independent from the running operating system. Thus reducing the amount of calls and making it easier to keep critical EMR available for all staff at any time, and resulting in the reliability and speed of all patient-facing processes.

Central management

Getting secure, unattended access to computers has been a significant help for the NHS staff during the pandemic as the support team doesn't know what's going to happen at what time.

This streamlined approach means that technicians can also go into a server and do maintenance work without disturbing the users and without compromising security. By embracing TeamViewer Tensor it has also helped the support team keep on top of maintenance and prevents IT issues from occurring - this is critical when operating with limited resources and reduced budgets. Most importantly, the technicians do not need to be on the site in person, as TeamViewer Tensor allows them to do all of this work from a remote location. In turn, staff can keep safe, do their jobs, and help the NHS save lives by keeping the infrastructure running smoothly.

TeamViewer is operated through a central management console. Users download the TeamViewer support app onto their desktops or any other device and then can just double click the button for immediate, accessible support. Thanks to the central management console, support technicians at NHS CCGs could go straight into the specific devices and fix the problem, keeping downtimes short and improving access to EMR-data for example.

> **Raj Tarafder, Senior Service Desk Analyst**

Cybersecurity and keeping our network safe from malicious actors are a key concern for us. With TeamViewer Tensor, we have the ability to centrally manage and patch connected devices, as well as respond quickly to cyber security incidents. This is invaluable as we strive to protect our employees, patients and provide the best care possible.

Improved cybersecurity

The team doesn't need to ask the user for a pin each time they need to access a computer, dramatically speeding up the support process. With TeamViewer running seamlessly in the background and being a vital backbone to the NHS' operation, CCGs and GPs across North West London are now able to focus on saving lives, knowing that their IT is in the safe hands.

In addition, CCGs and GPs are working with sensitive PII-data and need to keep it secure while not interfering with the work of the clinical staff. Short response times in case of cyber-attacks, a central patch management and a reliable end-point-protection are key in keeping the PII-data safe but accessible for authorized staff. With TeamViewer Tensor the NHS CCGroups can leverage all the tools to reduce the risk of cyber-attacks as well as respond quickly to it.

Raj Tarafder, Senior Service Desk Analyst, North West London Clinical Commissioning Group: "During the pandemic, where time can cost lives, enabling teams in North London to seamlessly access records and troubleshoot problems has been vital. TeamViewer has helped our service desk manage the infrastructure across all of our CCGs and GPs. We look forward to continuing working with TeamViewer as we migrate to Microsoft Office 365 and explore other functionalities such as TeamViewer's augmented reality solutions."

About NHS North West London CCG

NHS North West London Clinical Commissioning Group (CCG) is a clinically led organisation responsible for planning, buying and monitoring of health services used by residents from eight London boroughs. CCGs are local, clinically led, statutory NHS bodies. They are membership organisations, whose members, in the case of the North West London CCG, are all the GP practices that serve the eight boroughs. It is led by a governing body made up of local GPs drawn from across the boroughs, other clinicians, executives and lay members. CCGs ensure that local people can access the best possible care from the services commissioned on their behalf. Further information can be found at: www.nwlondonccg.nhs.uk.

About TeamViewer

TeamViewer is a leading global technology company that provides a connectivity platform to remotely access, control, manage, monitor, and repair devices of any kind – from laptops and mobile phones to industrial machines and robots. It enables companies of all sizes and from all industries to digitalize their business-critical processes through seamless connectivity. TeamViewer proactively shapes digital transformation and continuously innovates in the fields of Augmented Reality, Internet of Things or Artificial Intelligence. The company is listed at Frankfurt Stock Exchange and belongs to MDAX.

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