CASE STUDY

Leeds and York Partnership NHS Foundation Trust ensures patient care with Tanium

The organization — part of the UK's National Health Service —relies on thousands of endpoints to provide patient care. It needed a faster, automated way to keep those devices up-to-date, fully patched, and secure.

ORGANIZATION

Leeds and York Partnership NHS Foundation Trust

LOCATION

United Kingdom

For healthcare providers, operational disruptions can mean a lot more than just unanticipated costs. When these organizations' IT systems go down, their clients may be unable to get the care they need.

That kind of threat drives the mission for Ian Hogan, chief digital information officer at the Leeds and York Partnership NHS Foundation Trust. His organization, part of the UK's National Health Service, provides 35 mental health services to over 810,000 people in the greater Leeds area of northern England.

The trust's IT operations are advanced. Hogan estimates the trust's reliance on digital technology to provide patient care has increased a hundredfold in the last five years. Unfortunately, that also makes the organization vulnerable to cyberattacks. "Any denial of service," Hogan says, "would bring us to a halt."

Complicating the task, the trust's endpoint devices are dispersed across nearly 60 sites. Some of these devices are used by staff working from home. The net effect: Monitoring all endpoints, identifying vulnerabilities, and remediating them is a serious challenge.

Yet as Leeds and York Partnership NHS Foundation Trust infrastructure engineer Max Holliday explains, "It's absolutely essential that vulnerabilities are discovered and patched as soon as possible — because somebody will act on them."

Filling major gaps

The Leeds and York Partnership NHS Foundation Trust team discovered Tanium in 2023. It allowed them to fill gaps in their patching of third-party software, which include solutions for general practitioner records, e-prescribing, and electronic medical records. Tanium will also allow several legacy and siloed endpoint-management tools to be retired.

Early that year, Leeds and York Partnership NHS Foundation Trust conducted a detailed proof of concept (PoC) test of Tanium.

The results of the PoC? "I was very impressed with the level of functionality you got across the whole platform," Holliday says.

The Leeds and York Partnership NHS Foundation Trust team also determined that Tanium could help them with a major effort: upgrading its 2,000 or so PCs — a mix of desktops and laptops — to Microsoft's Windows 11 operating system.

Without Tanium, the job would have to be done manually. That would mean either sending IT technicians to every endpoint location or having all staff bring their PCs to a central location – both lengthy and costly options. If Tanium could be used to automate the process, the savings in both manpower and outright costs would be huge.

Big savings

Almost immediately, the team applied Tanium to scanning third-party software applications. Tanium performed so well, Leeds and York Partnership NHS Foundation Trust could retire five legacy endpoint tools. That not only saves costs via the cancelled licensing fees, but also simplifies the staff's user experience.

By displacing those five legacy solutions, Tanium is also expected to deliver cost savings of £125,000, plus ongoing cost avoidance worth as much as £60,000 a year. "From an NHS perspective, a 1.5% saving is huge," says Hogan.

Since then, the Leeds and York Partnership NHS Foundation Trust team has broadened Tanium's mandate to include server patching, desktop patching, and software deployment. One recent project involved updating and patching the virtual private network (VPN) software on the organization's full estate of 2,000 PCs.

The task was staggered over a full week so it wouldn't be too disruptive. Tanium also sent a notification to each user when the job was done. "We've never had a software before that was able to do that," Holliday says.

Now the Leeds and York Partnership NHS Foundation Trust team is gearing up to use Tanium for its massive Windows 11 update. Without Tanium, the time needed to update some 2,000 laptop and desktop PCs to Windows 11 was estimated at roughly 60 weeks — or more than a year. With Tanium, it should take only five to 10 weeks. The job might even be completed ahead of schedule, leading Hogan to call Tanium both a "game-changer" and a "lifesaver."

"Tanium is enabling us to save in excess of £100,000 in effort and resources," Hogan adds. "This should deliver a grand start to our Windows 11 program objectives."

> "The ability to use Tanium to image and send upgrades effectively down the wire without the need for anybody to be at the specific location and specific device…is a game-changer and lifesaver for us."
>
> **Ian Hogan**
> Chief Digital Information Officer
> Leeds and York Partnership NHS Foundation Trust

Results

Faster OS updates

Without Tanium, the time needed to update some 2,000 laptop and desktop PCs to Windows 11 was estimated at roughly 60 weeks — or more than a year. With Tanium, it should take only five to 10 weeks and save the organization roughly £100,000 in manpower and other resources.

Costs avoided

Displacing five legacy solutions with Tanium is also expected to deliver a one-time cost savings of £125,000, plus ongoing cost avoidance worth as much as £60,000 a year.

Solutions simplified

Tanium displaced five legacy solutions, simplifying life for the organization's support teams. "People don't want 10 passwords," says chief digital information officer Ian Hogan.

Vulnerabilities vanished

Tanium gives full visibility into the organization's 3,000 endpoints, both PCs and servers. That way, the support staff knows which software on which device needs updating — and can do it instantly, eliminating dangerous vulnerabilities.

> "It's absolutely essential that vulnerabilities are discovered and patched as soon as possible — because somebody will act on them."

Max Holliday
Infrastructure Engineer
Leeds and York Partnership NHS Foundation Trust

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