

# “Wannacry couldn’t touch me”

CITY HEALTH CARE CASE STUDY

## THE TECH SPEC

Name: City Health Care Partnership  
Industry: Healthcare  
Number of users: 2,600

## OUR SOLUTION

- WatchGuard

## BACKGROUND

City Health Care Partnership (CHCP) provides NHS health-care services including community health, sexual health and GPs. The ‘for better profit’ organisation works across 60 sites in Hull, East Riding and Yorkshire as well as the North West of England.

With GPs and other healthcare professionals needing to be able to access patient records in real time, and to be able to update those records as soon as they’ve seen a patient, IT is vital to the efficient running of the CHCP business.



## CHALLENGES

When Kevin Sanders joined CHCP in November 2012, all of the company’s IT function was outsourced. At something of a crossroads, the partnership asked Kevin to advise on how the function should be provided moving forwards. After an options paper was produced, it was decided to bring the provision of IT in-house.

“At the time we owned no infrastructure,” Kevin, now CHCP’s Head of ICT, explains. “I had to start from scratch. We approached a number of providers for hardware like servers and software such as Microsoft agreements. Another task was to look at our IT security. Historically, we’d always used Cisco devices, which were basically just routers with access controls that provided no information back to the provider.

“I wanted information and was keen on having visibility on what was going on across the network. One of our local partners who were already using Watchguard recommended it to us, so we were keen to find out more and try and organize a demonstration so we could see it for ourselves.”

## SOLUTIONS

Concorde have been a Watchguard partner for over ten years. However, CHCP had only ever worked with us for the supply of printing devices, until the desire to investigate Watchguard opened the door to greater collaboration between the two companies in 2015.

“Through our account meetings and sales calls, we understood that there was more to Concorde than just supplying printers,” Kevin explains. “So we asked them to arrange a meeting with Watchguard. Jon-marc Wilkinson from Watchguard came over with Concorde to see us on several occasions. They gave us a demonstration and really worked with us to understand our needs.”

“We’ve been partnering with City Healthcare for about four years now. The biggest testament to the success of our partnership came recently when much of the NHS was crippled by the Wannacry ransomware. Staff in some hospitals were forced to revert to pen and paper, whilst others were forced to turn away patients and cancel appointments after the ransomware scrambled data on computers and demanded payments of \$300 to \$600 to restore access. People in affected areas were being advised to seek medical care only in emergencies and those affected were down on average between two and three days. It gives me immense pride to know that, because of the Watchguard system we installed, the City Healthcare Partnership systems were completely protected, meaning emergency and other NHS services in the region remained unaffected and were available to patients as usual.”

**Paul Page**  
Business Development Manager, Concorde.

## BENEFITS

Instantly sold on the functionality of the technology, CHCP decided to go with Watchguard straightaway. After installing it themselves – because “it was so easy” – CHCP have enjoyed a host of benefits from cost savings to being insulated against the biggest ransomware attack in history.

“The Wannacry virus hit quite a large portion of the NHS in our area,” says Kevin. “It devastated a lot of suppliers, some of whom were unable to continue offering services for a number of days, but not us. Although Wannacry made several attempts to intrude, we were unaffected because we had the correct equipment and processes in place.

“Watchguard is saving us money because it’s a cheaper product in terms of value but it’s superior in terms of functionality. Also, the training of our staff is so much easier because Watchguard is so simple and intuitive to use. When we get a new member of staff we don’t have to send them away for two or three weeks at a time, a couple of days in-house training is now good enough for the team to pick it up and run with it.

“Overall it’s performing fantastically and it’s now our standard to use Watchguard firewalls across the business. We’re using Concorde a lot more, too. We were using another company for quite a lot of things but they weren’t very proactive. They’d sell in some new technology and then we wouldn’t hear from them for months. What we find with Paul at Concorde is we get regular updates and there’s no messing around. We always get a straight answer to a question. They’re a great company to work with and I look forward to continuing that relationship into the future.”

Tel: **03331 300600**  
Service Desk: **03331 300700**  
Email: **enquiries@tctg.co.uk**  
Visit: **www.tctg.co.uk**