



Pumping operating efficiencies through NHSBT

Story Snapshot

Insight, partnered with HANDD Business Solutions (HANDD), a global Data Security Managed Service Provider, to upgrade the NHS Blood and Transplant's (NHSBT) legacy file transfer system.

The upgraded system introduced operational efficiencies, while ensuring regulatory compliance and preparing the NHSBT for future challenges.

- Comprehensive training delivered to upskill NHSBT staff.
- The implemented solution met over 100 technical requirements.

Background

NHSBT, the sole coordinator of life-saving organ and blood donations in England, manages a complex network working with 260 hospitals, 6.5 million annual donations of blood, organs, tissues and stem cells, and 27 million registered organ donors. Working with many different clients and agencies, NHSBT's data-sharing needs are complex and, as the only provider of blood donations in England, critical.

Challenge

In healthcare, the free flow of information is essential. The dependence on shared data presents an exponential increase on the demands of a network with collaborative working. The large number of staff and volunteers adds another layer of complexity.

This requires a robust solution to ensure operational efficiency and compliance with stringent data laws, which includes seamless information sharing and efficient collaboration across a diverse user base. To maintain alignment with evolving needs and foster a culture of continuous improvement, NHSBT needed to evaluate existing practices while also prioritising future development.

Handling more than 400 critical tasks, the organisation required a robust, scalable, and secure solution that could seamlessly integrate with its existing infrastructure while minimising downtime and ensuring continuity of service.



"Insight's partner HANDD ensured we were fully supported throughout the project and I have been pleased with the level of expertise and engagement they have provided. Similarly, due to Insight's understanding of the Crown Commercial Services Technology Products and Associated Services Lot 3 framework, I was confident in their ability to be a trusted supplier and they were integral in getting the contract finalised in a timely manner."

Callum McCourt, Project Manager, NHSBT

“Insight’s deep understanding of the NHS landscape and its collaborative approach made this a truly enjoyable project. The team’s clear objectives and technical expertise ensured a smooth and efficient project delivery.”

Matthew Parkinson, Head of Strategic Accounts, HANDD Business Solutions



Solution

Insight, in collaboration with HANDD, partnered with NHSBT to deliver a project that transformed their file transfer capabilities.

The comprehensive solution deployed by Insight addressed NHSBT’s complex challenges head on, guaranteeing compliance, efficiency, and scalability. The existing system, which managed over 400 critical tasks, was replaced with a more robust and scalable solution that exceeded 100 technical requirements.

The partnership seamlessly integrated Fortra’s Clearswift ICAP Gateway Solution, bolstering security measures and protecting sensitive data during transmission. Additionally, Globalscape, operating with a high-availability cluster, was implemented to ensure optimal uptime and reliability, minimising disruptions to critical operations.

The new system streamlined workflows, improved operational efficiency, and ensured compliance with stringent data protection regulations. Comprehensive training was also provided to upskill NHSBT staff, empowering them to effectively manage the new system.

The successful implementation of this solution not only transformed NHSBT’s file transfer capabilities, but also strengthened NHSBT’s security and scalability.

Why Insight?

As a trusted technology solutions provider with a longstanding relationship across the NHS, Insight was chosen as it possessed a deep understanding of the unique challenges and complexities within the healthcare sector.

Having previously worked with NHS organisations in seamlessly enhancing critical systems, Insight was trusted to provide solutions that would ultimately improve patient care and public health outcomes.

RESULTS IN NUMBERS

100%

Achieved full compliance with UK data protection regulations.

400

Replaced a legacy system handling over 400 critical file transfers.

24/7

Ensured high availability and reliability with Globalscape.

100+

Implemented a solution that exceeded 100 technical requirements.