



How the Bedfordshire Hospitals NHS Foundation Trust boosted efficiency and security with ManageEngine

ManageEngine

NHS
Bedfordshire Hospitals
NHS Foundation Trust

Bedfordshire Hospitals NHS Foundation Trust faced significant challenges in managing IT operations and security across its two hospitals. With a large staff and over 1.5 million patients to care for, the IT team struggled with time-consuming manual tasks, ineffective patch management, and complex account management processes. By implementing ManageEngine solutions, they automated key processes, boosted security, and streamlined compliance reporting. Doing so improved efficiency and allowed them to focus more on delivering quality care. Continue reading the full story to learn how ManageEngine made a difference.

Products in focus

ManageEngine
Patch Manager Plus

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ManageEngine
ADAudit Plus

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ManageEngine
ADManager Plus

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ManageEngine
PAM360

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Headquarters:
Bedford, England

Industry:
Healthcare

TYPE OF BUSINESS:
B2C

Employees:
8,000



Key highlights



Cut patching
time **from a
week to just a
day**



Streamlined
auditing
with **real-time
alerts**



Simplified bulk
creation and
stale account
management

“

So in all honesty, I think it has—I cannot put a number on it—but it has reduced a task that would take almost about a week to—again, I might be overestimating it—to about a day. ”

- **Hubert Ametefe**

Chief of cybersecurity at
Bedfordshire Hospitals NHS
Foundation Trust



About the business

Bedfordshire Hospitals NHS Foundation Trust ("The Trust") provides healthcare services to people in Bedfordshire, England, through its two main hospitals: Bedford Hospital and Luton and Dunstable University Hospital. The Trust offers a wide range of services, from emergency care and surgery to maternity and specialist treatments. It focuses on delivering high-quality, patient-centered care and is committed to improving the health and well-being of the local community. The Trust works closely with other health organizations to better serve its community.



Challenges before implementing ManageEngine products

Hubert Ametefe, chief of cybersecurity at The Trust, discussed the challenges the IT team faced in managing assets and maintaining clear visibility across their IT systems while serving around 1.5 million patients with a staff of about 8,000. Given the critical role the IT environment plays in delivering quality care, the IT team faced difficulty in streamlining account management, patching, and auditing processes. The complexity and amount of administrative tasks created a heavy burden, especially as security risks grew in the wake of incidents like the 2017 WannaCry ransomware attack.

At the time, the IT team relied on a popular tool for reporting, but it was extremely time-consuming and required a lot of manual work. On top of that, the patching tool they were using wasn't very effective, leading to missed patches and poor tracking.

Managing user accounts was also a challenge, particularly with accounts that hadn't been logged into for a while or those in a disabled state. Their primary tool at the time wasn't effective in addressing these issues. "Having to develop a script wasn't enough," Ametefe said, "because it requires someone who truly understands scripting."

The hospital environment added an extra layer of complexity. Nurses and doctors often logged into different machines throughout the day without a consistent one-to-one mapping to devices. When they changed their passwords on one machine but didn't log out of others, it led to account lockouts. This became especially problematic during password change cycles when people would forget to update their credentials on all the devices they used. As a result, the service desk was flooded with calls.

Overall, the lack of efficient tools made managing user accounts and patches a constant struggle.





How ManageEngine addressed these challenges

After evaluating several options on the market, The Trust chose ManageEngine for its combination of affordability and comprehensive tools. Solutions like ADManager Plus and ADAudit Plus transformed how its IT team manages user accounts and device access, enabling automatic logouts and login tracking. This automation significantly reduced the workload on the service desk by eliminating manual tasks and allowing for task delegation. Bulk account creation was simplified through CSV uploads, reducing errors and improving efficiency.

Additionally, tools like Patch Manager Plus and Privileged Access Manager addressed The Trust's patching and account security challenges, ultimately boosting overall network security and efficiency.

Reducing patch management time with Patch Manager Plus

The first ManageEngine product it implemented was Patch Manager Plus, which transformed The Trust's patching process. Previously, patch management was labor-intensive and inconsistent, but Patch Manager Plus automated patch approval, testing, and deployment. This automation streamlined patch distribution across devices and significantly reduced the time required for patch management. As Ametefe shared, **"reporting was quite intensive in terms of man hours, and it took a lot of admin."**

Ametefe further explained, "if we take another product, let's say the Microsoft product, we have to manually go and approve, and test, and then do all that. But with Patch Manager Plus, we were able to automate the testing. The testing broke down our devices into groups." This feature alone was a game-changer, as it helped categorize devices based on specific needs and reduced manual intervention in the testing process.

In addition to the time savings, the automated patch testing and categorization really helped cut down on administrative work. With fewer manual tasks to manage, the IT team was able to focus their time and resources more effectively. The result was faster and more reliable resolution of security vulnerabilities, ensuring that The Trust's systems remained secure and up-to-date with minimal effort.

Simplifying auditing and compliance with ADAudit Plus

Auditing and compliance, especially in a healthcare setting, posed significant challenges for Ametefe and his team. They relied on a mix of tools but struggled to generate comprehensive reports, requiring manual effort to track logins, password resets, account statuses, and other critical security metrics. Ametefe added, "reporting was quite intensive in terms of man hours, and it took a lot of admin."

ADAudit Plus streamlined what was previously a tedious and time-consuming process. It provided real-time monitoring of user activities, including login tracking, password resets, and access to sensitive files. The tool also enabled the IT team to track group policy changes, monitor suspicious behavior, and generate alerts for unusual activities, all within a simple, user-friendly interface. It helped them create alerts, like notifying staff when their passwords are about to expire. They also use user behavior analytics (UBA) to monitor what resources someone is accessing and from which device.



How ADManager Plus and ADAudit Plus supercharged account management

Implementing ADManager and ADAudit has significantly improved The Trust's account management processes. Managing accounts—especially inactive or stale accounts—was time-consuming and inefficient. As Ametefe explained, “[Managing] accounts that have not been logged on for a number of years, months, or even disabled accounts—that have been in that disabled state for that long—using the native Microsoft Management Console wasn't cutting it.” But with ADManager Plus's cleanup feature they were able to automate the process of tracking, managing, and deleting old user accounts.

Ametefe describes how ADManager and ADAudit Plus have made a huge difference: “They help us track where staff have logged into machines and, if needed, automatically log them out.” This has greatly improved the management of user accounts and device access across the hospital. The simplicity of automating many of these processes has also reduced the workload for their service desk. Instead of manually handling each request, tasks can now be automated and delegated, freeing up valuable time.

Account creation, particularly bulk account creation, has also been streamlined. The team can now upload a CSV file to create multiple accounts at once, simplifying the overall process and reducing manual errors.

“

Having a tool like ADManager Plus and ADAudit Plus simplifies the auditing, the management of accounts; how we can actually automate, how we manage AD accounts. So rather than running a script to disable a stale account, that is sort of just set.

”

- **Hubert Ametefe**

Chief of cybersecurity at
Bedfordshire Hospitals NHS
Foundation Trust

Previously, automating these processes using scripts was inefficient and required technical expertise that was not always available.

Locking down access with Privilege Access Manager

The hospital lacked a unified solution for managing and auditing privileged access, making it difficult to monitor third-party contractors and enforce separation of duties. Without an integrated auditing system, ensuring the security of sensitive data and systems from unauthorized access was a challenge.

Privileged Access Manager addressed these gaps by offering granular control over privileged access. The tool restricted access to critical systems to authorized personnel only and provided comprehensive auditing capabilities, logging all privileged user activities to maintain an audit trail for compliance and enhanced security.

Conclusion

By integrating ManageEngine's suite of products, Bedfordshire Hospitals NHS Foundation Trust has significantly improved its IT management, patching, auditing, and cybersecurity posture. The automation and simplification of processes have saved time, reduced errors, and improved security compliance across the board. The Trust's IT team is now better equipped to handle the complex demands of the healthcare environment, ensuring that patient data and systems remain secure.



“

In my role as a cybersecurity leader, yes,
I will recommend ManageEngine products to
help protect and secure your environment.

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- **Hubert Ametefe**

Chief of cybersecurity at
Bedfordshire Hospitals NHS
Foundation Trust

About ManageEngine

ManageEngine is a division of Zoho Corporation that offers comprehensive on-premises and cloud-native IT and security operations management solutions for global organizations and managed service providers. Established and emerging enterprises—including nine of every 10 Fortune 100 organizations—rely on ManageEngine's real-time IT management tools to ensure the optimal performance of their IT infrastructure, including networks, servers, applications, endpoints and more. ManageEngine has 18 data centers, 20 offices and 200+ channel partners worldwide to help organizations tightly align their business to IT.

For more information,
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