



CASE STUDY

# The Royal Orthopaedic Hospital

NHS Foundation Trust

The Royal Orthopaedic Hospital NHS Foundation Trust is one of the largest specialist orthopaedic units in Europe, providing pioneering, life changing care.

## Overview

The Royal Orthopaedic Hospital NHS Foundation Trust (ROH) is one of the largest specialist orthopedic units in Europe, offering planned orthopaedic surgery to people locally, nationally, and internationally. Their services are rated among the highest in the UK for both patient experience and clinical outcome, they carry out ground-breaking research, and pride their teaching programmes on moulding the next generation of leaders.



Wavenet consistently outperformed, outpriced, and out serviced other providers. Their key focus was on culture and people, providing a friendly service that feels more like a partnership than a supplier relationship. Their interest in the patient care we provide in the NHS; meant they were eager to customise our service to our sector

**Chris Page**

Cyber Security Consultant CISM, CISLI at Royal Orthopaedic Hospital NHS Foundation Trust

## Situation

The cyber threat landscape is rapidly evolving. Increasingly sophisticated and complex attacks posed a risk to the small Trust and the IT team at the ROH.

The Royal Orthopaedic Hospital is part of a wider NHS Integrated Care System (ICS) in Birmingham and Solihull (BSOL) so it must operate in accordance with their processes. This communication structure means timely solution implementations to combat risks aren't always possible. Alerts are attended to as soon as a notification appears, but it was identified that standardising the process would make activity more streamlined and easier to resolve.

The on-premise solution and traditional service desk cover that ROH had at the time, did not include cyber security, so out-of-hours cyber alerts were not being managed as effectively as possible. The Trust required a cloud-based service with 365/24/7 support provided as and when they needed it.

## Solution

The strategic outsourcing of their cybersecurity solution was important for ROH, they required a system that provided stability, that firstly did not compromise or impact on patient care, but also catered to employee sickness, onboarding, and departure from the business. In search of a solution that would provide good value for money, ROH tasked Wavenet with providing a high-quality full-service solution. This included instant responses to all issues whether via phone call, cloud support, or physical on-premise support as and when needed. Weekly check point and monthly service management allowed both Wavenet and ROH to keep on top of challenges and any changing priorities sent from NHS Digital. This insight into trends within the cybersecurity landscape not only helped to improve the systems in place, but it also helped stretched hospital staff with their reporting and official documentation.

With full support throughout the onboarding process, Wavenet also provided ROH with the implementation of a formal internal IT service management system, giving structure to the alert management process for a streamlined, more defined way of handling different alerts.

BSOL ICS system partner, Birmingham Women's and Children's NHS Foundation Trust, also use Wavenet as their IT managed service provider which gave ROH further confidence that

Wavenet were up for the task. Having a common service provider with another ICS meant the two Trusts could collaborate and get the best service possible from Wavenet.

**"We were looking for the best service and value for money, that offered the best protection to the widest number of threats that we both knew and didn't know about."**

You can find out more about the Royal Orthopaedic Hospital NHS Foundation Trust here.

[www.roh.nhs.uk](http://www.roh.nhs.uk)



**A lot of companies work in cybersecurity, but with the sensitive information we look after, we needed to have full trust in our provider. What we liked most about Wavenet Cyberguard was the people and the quality from the account management to the technical teams. We were eager to build a relationship early on to ensure there was a culture fit between our two organisations, and that is exactly what we've found. The team at Wavenet are a valued extension to our team."**

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Let's talk **0333 234 0011**