

## Healthcare software company prescribes BlackBerry solution to help simplify disaster recovery planning

### Key Benefits:

- Disaster plan documents pushed instantly to BlackBerry smartphones
- Key executives always have most up to date files
- Removed need for inconvenient physical 'battle boxes'
- Eliminated cost of printing and mailing updates

## BlackBerry Customer Success Story

INPS develops, deploys and supports the Vision clinical software system, which is used extensively by primary care providers throughout the UK. It is part of CEGEDIM, a global organisation operating across 80 countries, specialising in healthcare software systems, interoperability and online services. In 2010 INPS launched Vision 360 to build local healthcare communities around shared patient records and in 2011 released Vision Online Services, allowing patients to book their GP and nurse appointments and request repeat prescriptions via the Internet.

### The Challenge

Because Vision software is business critical for the doctors and primary care providers that use it, INPS pays close attention to the quality and reliability of its software and services. The company has gone to great lengths to secure its IT systems and ensure they provide robust data protection and are resilient and reliable. Today INPS is certified for ISO 27001, the international standard for Information Security Management Systems.

Part of being ISO 27001 compliant requires that INPS put in place a disaster recovery plan to be used by key executives in the event of an emergency. "We have what is referred to as a 'battle box' which is literally a box containing your most important documents on how to recover from a disaster," explains Angelo Chrysanthou, head of information systems at INPS. "You give each key staff member a suitcase of equipment and printed information which you have to update every two or three months."

**Industry:**  
Public Sector

**Region:**  
UK

**Company Size:**  
Large

**Solution:**  
BlackBerry® smartphones

Although vital to the company's operations, the battle boxes were notoriously inconvenient. "Nine people had battle boxes, so you had to print everything out nine times. People had to find room in their homes to store the boxes," says Chrysanthou. INPS began looking for a way to make the battle boxes easier to manage and update. It thought about putting the contents of the battle boxes on USB keys, but was afraid employees would lose them, and security was paramount.

### The Solution

INPS was already using BlackBerry® smartphones to provide mobile email to around half its 350 employees. During a discussion with its partner Appurity, also a BlackBerry partner, about strengthening its BlackBerry® infrastructure Chrysanthou mentioned his frustration with the battle boxes.

## Appurity

Appurity Limited are mobility specialists who are both BlackBerry Alliance & Approved Partners. We offer end-to-end solutions including application development, BES/BB10 upgrades, Mobile Device Management (MDM), and integration of secure Wi-Fi. We assist businesses with their mobility strategies and initiatives – how best to plan, design and deliver mobility solutions, including governance and AUP's.



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A few weeks later, the team from Appurity organised a demonstration for INPS. “We showed them a product called InstaNet Business Continuity from the Interchange Group, which enables you to open up channels to specific users. The channels can contain anything from Word and Excel files to videos and audio files. They are pushed automatically to the devices any time the files are updated,” explains Steve Whiter, director at Appurity. In this case, InstaNet would automatically push the contents of the battle boxes to the BlackBerry smartphones of key company executives. “The data is extracted from our various databases, put in a folder and with the click of a button you push it to the BlackBerry devices,” says Chrysanthou.

Today the BlackBerry battle box is distributed to a dozen key executives. “Obviously the reason we chose to put it on the BlackBerry device is because of security and it's encrypted as well. So if the device is stolen, we are confident that the data is quite safe,” adds Chrysanthou.

## INPS Benefits

The BlackBerry solution for disaster recovery has been a real time saver for INPS. “We used to spend an inordinate amount of time maintaining the battle boxes and updating the binders. Each time there was an update we would mail it to them. The employee would have to open up the battle box and update the files with the new information,” explains Chrysanthou. “Now every time a disaster recovery plan file changes it is updated automatically and instantly. The BlackBerry solution has reduced the update process from days to seconds.”

Another advantage is data quality. The effectiveness of INPS' disaster recovery plan depends on the battle boxes being accurate. Prior to the BlackBerry solution, INPS had no convenient way of ensuring that the employees were keeping the documentation up to date. Now, INPS knows in an instant that the latest plan is safely on the employees' BlackBerry smartphones. Finally, printing costs for the battle boxes have been eliminated. “Everything is done electronically so all the information is digital. The physical and financial cost of printing the information has gone to zero,” concludes Chrysanthou.

[www.blackberry.co.uk/casestudies](http://www.blackberry.co.uk/casestudies)

