



Prescribing the perfect IT security solution for The Hospital's creative media community

London, England – July 2008 – Brookcourt Solutions, the Redhill, Surrey-based IT systems integrator and solutions provider, has for the past 18 months been helping The Hospital, one of London's most creative organisations, protect its membership platform from the vagaries of the Internet without disturbing any of its members, many of whom have a high media profile.

And, as if this complex task wasn't enough to keep Brookcourt's IT professionals busy, the centre, which features its own music recording and TV studio, has experienced a four-fold growth in the number of members accessing the Internet using their WiFi-equipped notebook PCs, which has required a readily scaled framework to support.

Now in its fourth year, The Hospital has evolved into London's pre-eminent centre for the creative and media communities. Located on the site of an 18th Century hospital, the centre spans six floors and is home to a private members club with multiple bars and lounges, as well as a gallery, music and television studios and a public restaurant.

Meeting the IT security and networking needs of staff and members at the centre using conventional IT resources was simply out of the question, so Brookcourt provides 24x7 systems support for The Hospital's two-person in-house IT management team, helping them meet the unique needs of the centre's membership.

"Our IT systems span a multiplicity of technologies, ranging from the tills in the bars, lounges and restaurants, through an SQL-driven administrative and financial services system, and the provision of secure WiFi access to member's Apple Mac and PC laptops across all six floors of the premises," explained Lisa Tonner, The Hospital's IT manager.

"The demands on The Hospital's infrastructure could be anything from 100 simultaneous users of the wireless network in the club, to a live international broadcast, a full music recording session, a product launch for an IT company complete with live demonstrations or a combination of all three. On a typical day, we will have the majority of our members with laptops accessing our network, as well as a steady stream of visitors to our bars, lounges and restaurants, all of whom want a secure and no-hassle creative experience as they work, rest and play," she said.

"Brookcourt's can-do approach to our unique IT security and networking requirements means that both my assistant and I can carry out our duties as effectively as possible, with Brookcourt backing us up on a round-the-clock basis if anything goes wrong," she added.

One of Tonner's major worries with The Hospital is the possibility of an IT systems attack on what is one of London's highest profile creative community.

"Many of our members have high profiles in the media and as a result, require both decorum and discretion from The Hospital. Whilst all of our members are offered the best possible service in this regard, we're acutely aware of the need to protect our members' interests, both online and offline," she said.

"Against this background, Brookcourt has provided us with a unique security solution that defends all of our networked IT resources against both external and internal attack," she added,

Tonner went on to say that The Hospital has seen the usage of its WiFi network grow significantly since the

centre opened for business four years ago, and, even today, the usage of the network is still growing steadily.

“Some of our members are technically savvy, others are not so skilled. We also have sizeable community of Apple Mac notebook users. To help all our members securely access the network on a no-hassle basis, Brookcourt has supplied us with a range of customised WiFi access software, that is scaleable, manageable and secure,” she explained.

As well as servicing the needs of members using WiFi access, The Hospital’s network also has to support multiple desktop PCs operated by administrative and financial systems staff.

“All of our database systems are SQL-driven, but things can go wrong with these systems. We are a small team and we need to manage these systems completely, as well as all the other IT issues across seven floors. That’s why we’re grateful to be able to call on Brookcourt’s resources at any time of day, seven days a week,” said Tonner.

Phil Higgins, executive partner at Brookcourt Solutions said: “our team have been pleased to assist Lisa Tonner and her colleagues since we came on board as their IT systems integrator in late 2005. As with all of our clients, which include Great Ormond Street Hospital, Pace Petroleum, GE Money Home Lending, Groupama Insurances and Colchester Institute, we provide The Hospital with a comprehensive and customised solution to their IT, networking and information security needs, without losing sight of the need to supply a value for money proposition.”

“IT security and systems hardware has become something of a commodity in recent times, but our clients understand that they need more than a collection of point solutions, it’s about managing business risk and working with the client to understand what’s important to their business, then bringing together best in class products, resources and then integrating them into an end-to-end solution backed up with one of the most comprehensive support programs in the industry,” he explained.

According to Higgins, simply installing a comprehensive IT security and networking system for clients is only part of the equation.

Brookcourt’s approach, he explained, involves keeping the client fully abreast of the latest developments in the IT industry, so allowing them to make educated and informed decisions on how to improve their systems.

“Coupled with our collaborative business model we are able to strip out unwanted expense and improve the supply chain cost,” he said.

“Our strategy of enabling our clients’ IT resources and knowledge to grow with their needs is one of the reasons why we’re signing prestigious clients such as The Hospital. We look forward to working with Lisa and her colleagues as the centre’s membership continues to grow,” he added.

About Brookcourt Solutions

Brookcourt Solutions provide state of the art secure networking solutions and services that offer measurable business value with unrivalled customer service.

Our success comes from not only our ability to solve business problems using IT, but also in our capability in identifying new technologies that improves the business environment.

We address the need for enterprise-class secure networking by collaborating with industry leading vendors and advisors. Our unique and agile business model utilises the strength in these strategic relationships by reducing client risk whilst maintaining a competitive price.

We continue to build upon our solutions focus by improving our skills and accreditations within the emerging technology markets and on developing a range of services that compliment them. Coupled with our key technologies skills we are able to offer solutions covering Security, Wireless, WAN/LAN, IP Secure Convergence, Compliance, Network Managed Service and Maintenance Solutions.

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