IGEL | NHS Liverpool University Hospitals NHS Foundation Trust

Liverpool University Hospitals Prepares for a Cloud-First Endpoint Future with IGEL



At-a-Glance:

- **Beyond VDI to browser-based workflows:** LUHFT has broadened its use of IGEL from traditional Horizon VDI access to support clinical workstations, electronic patient whiteboards, information displays, and browser-based healthcare applications. This flexibility is helping the trust support both existing VDI environments and new browser-based workflows as it prepares for the rollout of the cloud-hosted Nervecentre EPR.
- **Simplified endpoint management:** IGEL provides an intuitive, easy-to-manage endpoint platform that reduces operational complexity while delivering a consistent user experience across diverse healthcare settings.
- **Foundation for future standardization:** With a new multi-trust operating model emerging across LUHFT healthcare organizations, IGEL supports a scalable and standardized endpoint strategy.

Executive Summary

Liverpool University Hospitals operates a large and diverse IT environment, supporting clinical and administrative services across Royal Liverpool, Broadgreen and Aintree hospitals. With thousands of endpoints to manage, continued financial pressure and a programme underway to consolidate IT services across multiple NHS trusts, the organisation is focused on simplifying operations while maintaining reliable access to the applications staff depend on.

While LUHFT initially adopted IGEL as a secure and efficient endpoint for critical clinical desktops, integrated with Imprivata and Omnissa Horizon, the deployment has since expanded into a broader range of clinical and operational use cases. Today, IGEL also supports electronic patient whiteboards, information displays, digital signage, mobile breast screening units and a growing number of browser-based healthcare applications.

Industry
Healthcare

Location
United Kingdom

Key Stats

- Approximately **2,600 IGEL OS™** licenses currently deployed with plans for expansion
- Approximately **12,000** PCs and laptops across LUHFT
- Supporting clinical and non-clinical environments
- IGEL deployed on VDI endpoints, electronic whiteboards, information screens, digital signage, and browser-based clinical systems
- Expanding standardization initiative across a four-trust NHS group representing 18,000-19,000 endpoints
- Future cloud strategy centered around **Nervecentre Electronic Patient Record (EPR)** platform.

> As more applications move into the browser, we see opportunities to expand IGEL beyond its traditional VDI role. It gives us a simpler way to provide access to the applications users need while reducing endpoint complexity,"
>
> **Phil Livingston**
> Digital Services and IT Operations Manager,
> University Hospitals of Liverpool Group

Today, LUHFT is preparing for a significant transformation as it is participating in a broader NHS initiative to intergrate multiple organizations, including Liverpool University Hospitals, Liverpool Women's Hospital, Liverpool Heart and Chest Hospital, and The Walton Centre.

For **Phil Livingston, Digital Services and IT Operations Manager at University Hospitals of Liverpool Group,** the opportunity is straightforward: reduce the time spent maintaining endpoints while making it easier for staff to access the applications they need. As more workloads can be delivered through a browser or VDI, the team is identifying areas where a simpler endpoint can lower management overhead and extend the value of existing hardware.

The Challenge: Reducing the management burden

LUHFT manages a diverse endpoint environment across multiple facilities and clinical settings. Maintaining its Windows estate is becoming increasingly demanding. With thousands of devices to keep patched and compliant, the IT team faces growing pressure to meet monthly patching targets, particularly when devices are switched off during maintenance windows and only begin applying updates when staff return to work.

For users, this could mean arriving at a device that was restarting, installing updates, or temporarily performing below expectations. For IT teams, it meant continued effort to keep a large and diverse estate current.

Livingston and his team began looking more closely at how devices were actually being used in some clinical areas. "We did a bit of a study with the department at the clinic areas to see what they were using them for," he explains. "They were just using Teams to talk to each other, their emails and a couple of web browsers, and that was it."

That prompted the team to consider whether every device needed the same endpoint configuration. Rather than undertaking a wholesale replacement programme, LUHFT has started exploring where IGEL can be used on suitable endpoints to provide access to the same familiar applications with less ongoing maintenance.

"We're not limited to them in any way," adds Livingston. "We're just giving them the freedom to do more on the machine with less hassle."

Making better use of existing hardware investments

The ability to repurpose existing devices is another important part of the opportunity LUHFT saw with IGEL.

Under pressure to maximise the value of its existing technology investments, Livingston and his team found that when hardware remains fit for purpose, moving a device to IGEL can potentially extend its useful life rather than requiring replacement simply to support changing operating system or application requirements.

Across a large estate, even selective repurposing can help reduce future refresh requirements and capital expenditure.

This opportunity becomes increasingly relevant as LUHFT identifies more workloads that can be delivered through the browser or through VDI, allowing the trust to consider whether existing hardware can continue to provide value rather than automatically entering the next refresh cycle.

Although Liverpool has not yet quantified the full financial impact of extending IGEL into more of its endpoint estate, Livingston is clear about the operational benefits.

"It saves us a whole lot of time. It saves the staff a lot of time," Livingston says.

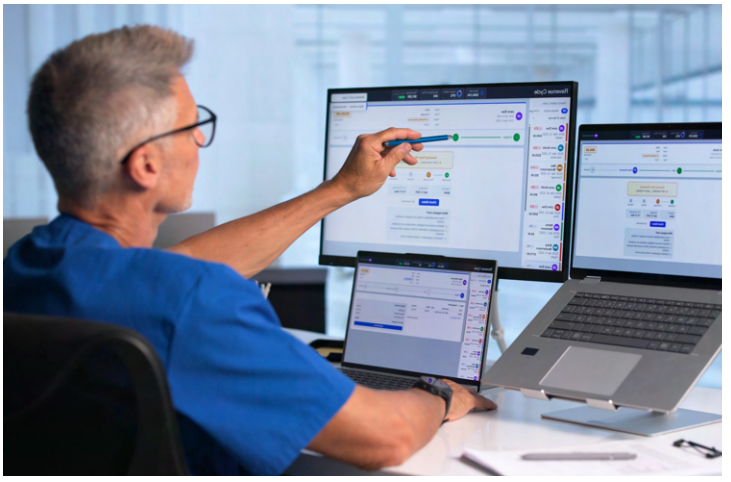
Preparing for the next phase of clinical IT

At the same time, LUHFT is preparing for an even larger transformation.

The NHS Foundation Trust and its partner organisations have selected Nervecentre as their future EPR platform. As a fully cloud-hosted solution, Nervecentre represents a significant shift away from traditional on-premises infrastructure and a number of legacy applications that currently influence endpoint requirements.

As those applications are retired, LUHFT expects to have greater flexibility in how clinical services are delivered and how the endpoints used to access them are configured. IGEL gives the trust a way to make that transition gradually. Browser-based applications can be accessed directly, while Omnissa Horizon continues to provide access to Windows applications and legacy environments where they are still required.

This also allows LUHFT to evolve its endpoint environment alongside its application strategy, rather than forcing a single model across every user and use case.



The Solution: Confidence Established Through Experience

LUHFT's willingness to broaden its use of IGEL is grounded in several years of operational experience with the platform.

The trust has already used IGEL across critical clinical desktops and a growing range of clinical and non-clinical use cases, giving the IT team confidence in its reliability and manageability.

Security has also been a positive part of that experience. According to Livingston, regular penetration testing has not identified IGEL-related issues, while recent NHS Data Security and Protection Toolkit reviews have raised no concerns. Support has been another important factor. When LUHFT encountered a difficult Wi-Fi firmware compatibility issue following an infrastructure upgrade, an IGEL engineer worked closely with the team for nearly two weeks until the problem was resolved.

"The support we got was outstanding," says Livingston. "For that reason alone, I'd have renewed IGEL."

Building on a Proven Foundation

The next phase for LUHFT is not about changing every endpoint at once. It is about continuing to identify where a different approach can simplify management, make better use of existing hardware, and give users reliable access to the applications they need.

As the trust standardizes services across a broader NHS group and progresses its Nervecentre programme, the number of workloads that can be delivered through an IGEL OS endpoint is expected to increase.

For Livingston, that creates an opportunity to keep extending IGEL where it makes operational and financial sense. **"I'm pretty much all in, as you can guess," he says. "I just want to keep figuring out how many other ways I can use it."**

Architecture-At-a-Glance:

- Browser-based clinical applications
- Microsoft 365
- Omnissa Horizon VDI
- Electronic patient whiteboards
- Information displays and digital signage
- Shared clinical devices and mobile carts



The Result: Simpler Management, Better User Experience, and Future Flexibility

LUHFT's IT team highlights several benefits from its IGEL deployment:

- **Simplified Endpoint Management.** Managing IGEL endpoints is significantly less complex than maintaining Windows systems used solely for browser access and basic productivity tools. Device management is streamlined, and users experience fewer interruptions caused by patching cycles and operating system maintenance.
- **Improved User Experience.** In busy clinical environments, staff can access the applications they need without waiting for lengthy updates during large Windows patch events or startup processes, helping them stay focused on patient care.
- **Security and Governance.** LUHFT cites the platform's security, reliability, and ease of management as important factors in its continued use of IGEL across a diverse range of endpoint scenarios.
- **Outstanding Support.** LUHFT cites IGEL support as a key factor in the success of the deployment. During a complex wireless networking issue related to firmware compliance, IGEL engineers worked directly with the NHS Foundation Trust until it was resolved.
- **A Foundation for Future Growth.** As browser-based healthcare applications continue to expand, LUHFT sees opportunities to extend IGEL into additional clinical environments, endpoint use cases, and future resilience initiatives.

Why IGEL

- Supports VDI and browser-based application delivery
- Simplifies endpoint management in clinical environments
- Provides a consistent user experience across diverse endpoint types
- Supports trust-wide standardization initiatives
- Delivers strong operational and support outcomes
- Creates a flexible foundation for browser-based and cloud-delivered healthcare applications
- Reduces the impact of large Windows patch events
- Positions the organization for future resilience and disaster recovery initiatives

About Liverpool University Hospitals NHS Foundation Trust

Liverpool University Hospitals NHS Foundation Trust (LUHFT) serves patients across multiple major hospital sites in Liverpool and is one of the largest NHS trusts in England. The organization is currently progressing a broad digital transformation strategy focused on cloud-hosted healthcare platforms, standardized technology services, and improved operational efficiency across a growing regional healthcare network.

About IGEL

IGEL® is a global software company delivering the IGEL Adaptive Secure Endpoint Platform™, a trusted and governed endpoint platform for secure cloud access, VDI, DaaS, SaaS, Secure Browsers, enterprise applications, as well as OT endpoints. At its foundation is IGEL OS, an immutable operating system that helps reduce endpoint attack surface, preserve a known-good endpoint state, and support secure access across distributed work environments. Through the IGEL Preventative Security Model®, the platform adds attested workload delivery, centralized governance, and contextual enforcement, aligning endpoint security with Zero Trust and SSE/SASE architectures from key IGEL Ready partners.

IGEL Business Continuity & Disaster Recovery™ (BC&DR) helps organizations restore secure access on Windows endpoints affected by ransomware, other cyberattacks, or outages. Founded in 2001, IGEL is headquartered in Germany with U.S. offices in San Francisco and Fort Lauderdale, working with an ecosystem of 130 leading technology brands.

Learn more at www.igel.com.

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