NES DIGITAL SERVICE
NHS EDUCATION FOR SCOTLAND

NES Digital Service delivers a Just-In-Time secure data sharing platform to support Scotland's most vulnerable population during the COVID-19 crisis.

In normal times, [NES Digital Service (NDS)](#) is focused on developing digital services that transform the way health and care works in Scotland. During the COVID-19 pandemic, NDS was asked by the Scottish Government to support citizens at the highest clinical risk from coronavirus.

The Challenge

NDS was tasked with developing a platform to facilitate the delivery of food to Scottish citizens identified to be at significant clinical risk due to Coronavirus. Given the fast-moving nature of COVID-19, it was critical the platform be built in a very short period of time. As the project also involved collecting and sharing the demographic data of thousands of Scottish Citizens, secure data exchange capabilities were a must. *"We are dealing with people's health information at a time of crisis and heightened media attention to the Government and how it supports its citizens. End to end encryption was taken as a given" - Alistair Ewing, Sr. Product Mgr.*

Accustomed to exchanging data with hospitals and large government agencies, NDS found itself interacting with public and private sector partners outside of healthcare, including supermarkets and food delivery vendors. The platform needed to operate at scale, supporting 32 Local Authorities, 6 Supermarkets and 2 Food Delivery companies. NDS had to provide these partners with lists of at-risk individuals, and receive feedback on the status of food delivery to ensure no one falls through the gaps. *"The data sharing all comes back to the citizen. This project is about getting people fed, which is such a basic need." – Alistair Ewing*

The Solution

NDS leveraged SendSafely Workspaces coupled with automation built using the SendSafely Developer API to meet their data exchange goals. All partner interactions were standardized, with each group getting and giving data securely within a dedicated Workspace. File delivery at NDS was automated using the API. The integration with SendSafely was highly successful due to the following reasons:

Speed to market
Two weeks after receiving their directive, NDS was up and running with their secure data exchange platform*. "We were able to get started very quickly with SendSafely. Our partners were also up and running quickly and found it easy to use." - Geoff Huggins, Director of NDS*

Ability to Automate
NDS required a solution that worked for their partner end users, but also enabled automation to minimize the cost to serve. The SendSafely API met this need.

Easy to set up and use - no training!
NDS's partners represent a wide range of industries, with varying levels of technical literacy. Getting end users up and running with the simple to use Workspaces portal required minimal effort. Training and roll out support was one less thing the NDS team had to worry about. Thanks to this collaborative effort, the service is now supporting over 115,000 citizens in Scotland, helping them stay safe from COVID 19.

For more information on how your business can benefit from SendSafely or to start a free trial, go to www.sendsafely.com or email info@sendsafely.com.

INDUSTRY
Healthcare

LOCATION
Edinburgh, UK

KEY CHALLENGES

- Support food delivery to Scotland's most vulnerable population during the COVID-19 crisis
- Deploy a secure data sharing platform connecting government, local authorities and food delivery partners
- Deliver the new platform at the speed of light
- Reduce the cost to serve through automation
- Accommodate a diverse range of end user technical competency

SOLUTION
An integration of SendSafely Workspaces and automation using SendSafely Developer API

BUSINESS BENEFITS

- Secure data sharing platform delivered in two weeks
- End users up-and-running with little to no training
- Automation via API to reduce cost to serve

SENDSAFELY