

## East Suffolk and North Essex NHS Foundation Trust pioneer Robot Process Automation (RPA) innovation with Virtual Smartcard from Isosec

East Suffolk and North Essex NHS Foundation Trust have ensured they maximise the benefits of Robot Process Automation by adopting Virtual Smartcard to support the process.

Virtual Smartcard virtualises the physical NHS Smartcard into the cloud to enable more efficient and secure processes around smartcard lifecycle management. Virtual Smartcard allows the latest healthcare technology to work as efficiently as possible whilst still maintaining security, as well as for accessing and protecting patient data.

By utilising the benefits of Virtual Smartcard to authenticate RPA, resources can be freed up for a more efficient service provision in the Trust with time saved being spent delivering better value.

☞ **When we looked at the implementation of RPA Technology it was clear that the use of physical smartcards posed a significant challenge.**

**By adopting Isosec's Virtual Smartcard solution it was possible for us to seamlessly authenticate our RPA Robots in real time, ensuring that the RPA platform delivered the benefits we were seeking.**

**The Virtual Smartcard solution was delivered so quickly and we would recommend Isosec to any Trust looking to reduce the overhead of using physical smartcards in their organisation.** ☞



The RPA Team at East Suffolk and North Essex NHS FT

Some of the benefits include a significantly faster referral processing time, thus releasing staff administration time as well as saving on paper and print consumption and improving the audit trail with digital records. The benefits are realised by the Trust, the staff and the patients too.

East Suffolk and North Essex NHS FT completed trials of the RPA innovation successfully using Virtual Smartcard which is now live and increasingly used within the Trust.

*Darren Atkins, Deputy Director of ICT, East Suffolk and North Essex NHS Foundation Trust*