

Simplifying connective care and empowering clinicians: BrisDoc's Digital Transformation with Soda IT Secure and iboss




Sector: Healthcare

For over a decade, BrisDoc and Soda IT Secure (formerly C-STEM)* have worked side by side to ensure technology strengthens the delivery of vital healthcare services.

BrisDoc is an employee-owned social enterprise providing urgent and primary care to over one million patients across Bristol, North Somerset, and South Gloucestershire: 24/7, 365 days a year. From GP practices and urgent care to Bristol's homeless health service, BrisDoc delivers high-quality, community-focused healthcare, supported by Soda IT Secure as their long-term Managed Service Provider (MSP).

The Challenge

BrisDoc, a leading healthcare provider in Bristol, faced a growing number of operational challenges due to the security limitations and performance issues associated with the use of traditional VPN technology. One of the challenges faced was the inability of their clinical teams, who often need to work from cars, GP surgeries, hospitals, or while travelling, to efficiently and securely access next generation cloud-based applications.

When the ability to provide full desktop functionality in vehicles became critical, BrisDoc knew it was time for a new approach. Clinicians needed to work efficiently and effectively on the road, with secure access to all necessary tools. The challenge wasn't just about fixing connectivity, it was about enabling hybrid working, modernising infrastructure, and ultimately delivering better care for patients.

As Deb Lowndes, Service and Programme Director, BrisDoc, explained "We weren't able to open up access to the services we needed or shift key functionality into cars as well as from other remote or onsite locations. It was holding us back from making better use of our workforce." It also meant that applications such as CLEO Systems weren't being fully utilised.

"The proof of concept gave us confidence and assurance"

Deb Lowndes
Service and Programme
Director, BrisDoc

The Solution

Following workshops and on-site testing, the need for a complete Secure Service Edge solution was identified and Andrew Brown, CSO at Soda IT Secure, recommended iboss** as a best-fit replacement for BrisDoc's legacy VPN. iboss not only addressed the immediate access and security challenges but also offered the ability to consolidate multiple security tools into a single, unified platform.

To validate the recommendation, a proof-of-value exercise was scoped with clearly defined success criteria. This allowed BrisDoc to validate measurable performance improvements and assess the benefits of simplified, compliant security controls. The results gave BrisDoc confidence that iboss could fully meet their operational and security requirements.

The iboss Zero Trust Edge platform provides high-performance, direct connectivity to all business-critical applications and workloads, including those accessed via the HSCN. This delivered an immediate improvement in user experience without the limitations of traditional VPNs. "The proof of concept gave us confidence and assurance," said Deb. "What started out as a practical choice has actually become very strategic." With support from Soda IT Secure, BrisDoc deployed iboss seamlessly, integrating it into their hybrid cloud environment.

In addition to identifying the right technology, Soda IT Secure's structured Zero Trust approach helped BrisDoc maximise the value of their existing investments. By integrating iboss into a unified digital ecosystem, Soda IT Secure delivered productivity gains, reduced operational overheads, and unlocked cost efficiencies across BrisDoc's IT environment.

The Impact

The results were immediate and transformative, delivering a productivity boost with savings.

- Better care delivery - A high-performance, work-anywhere user experience has enabled BrisDoc to optimise workforce use, boost morale, reduce service disruption, improved patient care delivery, and supported the expansion of patient care services.
- Improved hybrid working - iboss supported a seamless cloud transition and consistent user experience for remote and on-site staff, enabling agile working and the seamless adoption of critical applications such as CLEO.
- Future-ready cyber security - iboss now sits at the heart of BrisDoc's move to a private access cloud virtual server and direct connectivity infrastructure. It provides a highly resilient VPN replacement built on a Zero Trust SASE platform. This has enabled BrisDoc to retire all legacy on-site server infrastructure and HSCN connectivity without disruption to service delivery, achieving significant cost savings and a measurable productivity boost across the organisation.
- Continuous compliance - The replacement of legacy VPN technology and the introduction of the iboss platform has significantly simplified the effort required for BrisDoc to continuously achieve and evidence regulatory compliance (for example GDPR, CE, CE+, DSPT and CAF).

"With iboss we can enable full desktop access in cars, which makes for better clinicians and ultimately better care - it's also given us a much better experience for hybrid workers."

Deb Lowndes
Service and Programme
Director, BrisDoc

Finding the Right Security Partner

For BrisDoc, choosing the right security partner was just as important as choosing the right technology. Soda IT Secure has worked alongside BrisDoc for more than 10 years, helping the organisation modernise its infrastructure while keeping patient services running 24/7.

Soda IT Secure's knowledge of healthcare environments and deep understanding of BrisDoc's challenges ensured iboss was deployed smoothly, with policies tailored to the needs of both clinical and corporate staff. By combining iboss technology with Soda IT Secure's expertise, BrisDoc has been able to move closer to its vision of "one digital BrisDoc", a modern, resilient, and secure organisation built for the future of healthcare.

"The relationship we have with the Soda IT Secure team is unique, they're like an extension of our team. They really listen and understand our business, and I know they've got our back."

Deb Lowndes
Service and Programme
Director, BrisDoc

The logo for Soda IT Secure, featuring a stylized 'A' icon followed by the text 'SODAIT SECURE' in a bold, sans-serif font.

*Soda IT Secure is a specialist managed service provider (MSP) delivering zero trust cyber security solutions, IT management, business telecoms and connectivity solutions. We keep businesses secure, compliant, and connected, providing expert guidance and proactive support that minimises downtime, reduces risk, maximises productivity, and keeps technology operations running smoothly every day.

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The logo for iboss, featuring the word 'iboss' in a bold, sans-serif font, with a green power button icon integrated into the letter 'o'.

**iboss Ltd. is a leading provider of cloud-based cyber security solutions, renowned for its innovative Zero Trust Secure Access Service Edge (SASE) platform. Since its establishment in 2007, iboss has focused on revolutionising the way organisations secure their networks, especially in a cloud-first world where traditional security models are no longer sufficient.

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