

Safeguarding Mobile Cancer Screening for Patients

TIC Health, UK



The Challenge

Detering theft, vandalism and unauthorised access.

TIC Health is a medical imaging provider, delivering diagnostic services for both the NHS and private healthcare. With a fleet of 32 mobile imaging units, it plays a vital role in breast and lung cancer screening, bringing advanced diagnostic equipment to communities who might otherwise lack access, such as those in very rural areas.

The units are sited in hospital grounds, community areas or even supermarket car parks, and house high-value medical equipment, as well as generators, thick copper power cables, and fuel tanks with up to 3,000 litres of fuel.

Due to their mobile and often exposed locations, the units were vulnerable to cable and fuel theft, vandalism, and unauthorised access - all of them posing serious operational and financial risks.

But the crimes also had a human cost; security breaches could lead to the cancellation of patient appointments.

With these often scheduled back-to-back over 12-hour days, it might mean up to 60 patients per day missing their scans - increasing anxiety or even delaying cancer treatment.

The costs would impact the NHS directly. Traditional human security guards had proven unreliable, with incidents missed and performance inconsistent, prompting TIC Health's search for an effective, reliable solution.



The Solution

PID units, 24/7 monitoring and deterrent signage.

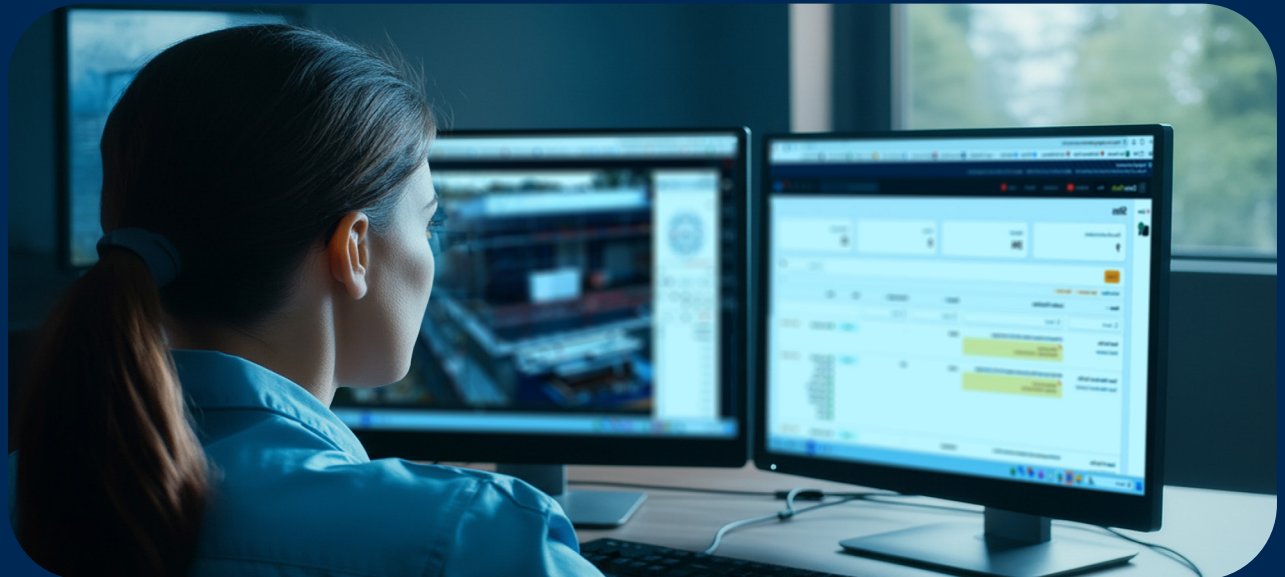
Recommended by their logistics partner, TIC partnered with DeterTech to conquer the challenge.

We designed a solution using our small yet highly visible and self-powered PID Compact security units, installing four devices per site to provide full coverage of each mobile unit.

The solution was further strengthened with SmartWater forensic marking and strong deterrent signage. Rather than relying on a single on-site guard, our solution provided 24/7 remote monitoring by an expert team, supported by rapid escalation procedures.

A key aspect of the solution was the service; when the complex and frequently changing operating schedules of the units initially led to false alarms, TIC Health and DeterTech introduced a shared live scheduling system

that enabled the monitoring team to check operating hours and servicing visits in real time, verifying legitimate or unauthorised access. We have now also joined weekly ops calls to ensure monitoring accurately reflects on-site activity.



The Impact

Fewer incidents and therefore appointment cancellations.

Since implementation, TIC Health's seen significantly fewer theft and tampering incidents, even in historically high-risk areas.

The visible presence of PID Compact units and SmartWater signage have acted as a powerful deterrent, while rapid video verification has improved response times and reduced uncertainty.

Most importantly, the solution has delivered genuine peace of mind and helped protect the continuity of cancer screening services - reducing cancelled appointments, supporting timely diagnosis when it matters most, and delivering value for investment for the NHS.



“Knowing the units are protected gives us confidence that patients won't miss out on critical cancer screenings.”

CEO – TIC Health



“ We’ve seen far fewer incidents since DeterTech. The monitoring is a much stronger deterrent than a guard in a car, and fewer incidents mean fewer appointment cancellations. Knowing the units are protected gives us confidence that patients won’t miss out on critical cancer screenings. ”

CEO - TIC Health

If you have any questions about
our brand and marketing, please
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