



CASE STUDY

SafeNet Authentication Service – Health & Social Care in Northern Ireland

The Health and Social Care (HSC) system in Northern Ireland includes five HSC Trusts who provide integrated health and social care services across Northern Ireland – they are the Belfast, South Eastern, Western, Southern and Northern.

The Organization

The five HSC Trusts manage and administer hospitals, health centers, residential homes, day centers and other health and social care facilities and they provide a wide range of health and social care services to the community. The sixth Trust is the Northern Ireland Ambulance Service.

The HSC also includes the new Health and Social Care Board, Public Health Agency, Patient and Client Council and the Business Services Organization (BSO). The BSO has responsibility for a number of support services for the HSC including ICT services.

The Business Need

Following Best Practice in Security Standards

HSCNI ICT security policy is based on ISO27001 and references the good practice guidelines issued by Connecting for Health. This means that HSCNI has implemented two-factor authentication (2FA) for their secure remote access service and third party contractor

access via the Internet and PSTN. They also identified the requirement to add 2FA to certain web-based applications which allow access to large volumes of sensitive data.

Reducing Total Cost of Ownership

A non-SafeNet Authentication Service system of 2FA had been in place for a number of years, with up to 700 users. The system used hardware tokens to generate a one-time password (OTP) and these needed replacing every three years, bringing a substantial overhead. Consequently HSCNI looked for a 2FA solution which offered a better long-term cost of ownership.

The Benefits

Cost Savings

HSCNI forecast substantial cost savings over a three-year period by switching to SafeNet Authentication Service, arising from lower administration and hardware costs. These savings would easily cover the cost of changing to a new 2FA supplier and to date they are on track to meet the forecast savings.

The Solution

HSCNI replaced their 2FA system with SafeNet Authentication Service PCE, the server based authentication server from SafeNet and initially purchased 1000 tokens. The HSCNI has expanded the use of SafeNet Authentication Service from remote and third party access to web-based applications, such as hospital waiting lists and applications that track and monitor trends in certain illnesses. These applications hold large volumes of sensitive data and therefore require 2FA protection.

SafeNet Authentication Service hardware tokens are highly durable and do not have an expiry date giving them a longer life span than competitive tokens. So not only does the HSC benefit from reduced token replacement costs, but there are cost and resource benefits from reduced logistic and deployment requirements.

SafeNet Authentication Service application is also simple to integrate, reducing the cost of implementation. SafeNet worked closely with the HSC to ensure a highly responsive and smooth hand-over.

Economies of Scale

An economy of scale was achieved by putting a framework contract in place that all HSCNI organizations could use. Following the installation of SafeNet Authentication Service, each HSCNI organization was given delegated administration to the central service, allowing each one to manage their tokens and users. By July 2009, 2000 tokens are in use across the HSCNI, with the additional tokens purchased benefiting from the same economy initially negotiated by the HSCNI.

Security of user authentication

SafeNet Authentication Service meets HSCNI security policies requirements and its use across IT platforms follows best practice as defined by Connecting for Health. Users including administrators, payroll staff, medical staff and contractors can use 2FA to access confidential information with complete security. As the tokens are simple to operate, the time required by users to use 2FA is kept to a minimum which is especially important for healthcare professionals who face many pressures on their time.

tokens will be allocated to contractors, removing the need for them to return hardware tokens when the contract expires. While lower usage staff will have the option of Blackberry/ USB and SMS tokens which avoids the need to carry 2 devices whilst still ensuring users can access 2FA secured applications at all times.

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“Through ongoing consultation with SafeNet, we will shortly upgrade our server to SafeNet Authentication Service PCE, to benefit from the broader range of tokens, including SMS and BlackBerry tokens, which will better meet our end user needs and ultimately, achieve additional cost savings.”

Michael Harnett, HSCNI ICT Security Manager, Health & Social Care in Northern Ireland

The Future

HSCNI is upgrading the service to SafeNet Authentication Service PCE, the latest server-based 2FA application from SafeNet, to benefit from additional features and benefits. Specifically, SafeNet Authentication Service PCE gives HSCNI the flexibility to roll out tokens in soft, USB and SMS formats to suit individual needs. For example, software

“ We switched to SafeNet Authentication Service two-factor authentication as they offered the best total cost of ownership when evaluated over a 3 year period.”

Michael Harnett, HSCNI ICT Security Manager, Health & Social Care in Northern Ireland

About Gemalto's SafeNet Identity and Data Protection Solutions

Gemalto's portfolio of SafeNet Identity and Data Protection solutions enables enterprises, financial institutions and governments to protect data, digital identities, payments and transactions—from the edge to the core. Our solutions take a data-centric approach to security with innovative encryption methods, best-in-class crypto management, and strong authentication and identity management to help customers protect what matters, where it matters


security to be free