



CASE STUDY

FARRER PARK HOSPITAL ACHIEVES ONLINE SECURITY WITH SAFENET AUTHENTICATION SOLUTION

The hospital, which is looking to drive growth and to reduce operating expenses, needed a robust authentication solution to cater to the growing user base. In order to provide secure access to its resources, the organisation chose Gemalto's Safenet Authentication Service Cloud. This is a cloud-based authentication solution that allows its employees to access the resources remotely from multiple locations.

The Organization

Farrer Park Hospital is a private tertiary healthcare institute that started operations in Singapore in 2016. Designed by doctors on the premise of delivering quality healthcare at reasonable cost, the 220-bed hospital is housed within an integrated complex, known as Connexion, that comprises both healthcare and hospitality facilities. Once patients have been out of intensive nursing, they can be discharged to the hotel on the premises.

The Business Need

Being a fairly new hospital in Singapore, Farrer Park Hospital is experiencing rapid growth. This is aided by the boom of medical tourism, which sees patients from the region arriving in Singapore for medical treatment. As patient records are confidential and requires utmost care in their handling, the sensitive nature of the healthcare industry provided an added level of urgency and importance. In addition, the mobile nature of today's workforce meant that doctors and specialists, as well as other clinical staff, need to have ready access to patient records and hospital resources anytime and anywhere.

Challenge

Farrer Park Hospital has more than 600 staff, out of whom about 200 need to use secure authentication to access its various online services and resources. As more staff is added to the user base, the need to maintain utmost security increases. This necessitates the need to install a future-proof, secure system to address both operational as well as security requirements.

Solution

The hospital chose Gemalto's SafeNet Authentication Service Cloud, a non-infrastructure-based solution which allows hospital staff to log in remotely using virtual private networks (VPNs). This solution came with soft tokens that secure both cloud-based and on-premises applications, including networks, users and devices.

Benefit

Apart from allowing staff to securely access hospital resources remotely, SafeNet Authentication Service Cloud allows Farrer Park Hospital to manage risks effectively using context-based authentication, reduce IT management overhead, enforce consistent and unified security policies and provides users with a single point of management.

It was evident at the outset that the organisation needed a robust solution that would allow its staff to log in securely from any location, while being able to fully access all the resources necessary to discharge their work. Concurrently, the utmost privacy of patient's records had to be ensured. In addition, the solution has to leverage technology as the enabler of innovative services that would drive growth, while also lower operational expenses.

Farrer Park Hospital sought a cloud-based authentication solution that could be easily implemented on its existing infrastructure. This would ensure that it would not incur additional expenses on hardware and keep the costs under control.

The Solution

Farrer Park Hospital recognized Gemalto as an industry leader in online access and security solutions. Gemalto was able to offer the hospital the strong cloud-based authentication solution and software-based One-Time Password (OTP) tokens it required in its environment that upheld security and realize cost savings.

Through the SafeNet Authentication Service Cloud solution, Gemalto provided Farrer Park Hospital with a fully-automated, highly secure authentication-as-a-service that was customized to the hospital's unique environment. The flexibility and scalability of SafeNet Authentication Service's automated workflows, vendor-agnostic token support, broad APIs and seamless out-of-the-box integrations with over 100 solutions from leading brands made it easy for the hospital to achieve strong authentication. Upon the user's request, Gemalto provided software-based OTP tokens rather than hardware-based ones, further reducing OPEX.

With this new authentication solution, any red-flag alerts are transmitted in real time via email. As a result of SafeNet Authentication Service Cloud's implementation, Farrer Park Hospital's IT Security administrators are able to effectively offer access control to cloud applications, the VPN, LANs and portals, via an integrated interface and a single point of control. Administrators are also now able to define and control users' authentication process from the moment of login to the point of logout, while benefitting from automated, customized reports on the status of the security ecosystem.

Going forward, SafeNet Authentication Service Cloud will be expanded to include the securing of other internal resources and other I.T services.

Farrer Park Hospital chose Gemalto's SafeNet Authentication Service Cloud to provide secure, users with remote access and enforce consistent, unified security policies and high service availability.

Benefits

> Significant Cost Savings

- As SafeNet Authentication Service Cloud is a cloud-based solution, it was implemented on existing IT infrastructure without the need to acquire additional hardware. This translates to huge cost savings for the hospital. Cost savings were further achieved with the deployment of soft OTP tokens

> Upholding Security

- Gemalto's strong authentication solution has allowed Farrer Park Hospital to uphold its security standing and its position as a responsible healthcare institute that protects patients' privacy.

> Increase in Productivity

- The use of soft OTP tokens has also led to a lessening of overheads and an increase in productivity.

> Scalability and Flexibility

- Gemalto's SafeNet Authentication Services Cloud is scalable, thus allowing for the flexibility in implementing additional services in the future. Farrer Park Hospital is looking to expand the authentication to other internal resources and I.T services.

About Gemalto's SafeNet Identity and Data Protection Solutions

Through its acquisition of SafeNet, Gemalto offers one of the most complete portfolios of enterprise security solutions in the world, enabling its customers to enjoy industry-leading protection of data, digital identities, payments and transactions – from the edge to the core. Gemalto's newly expanded portfolio of SafeNet Identity and Data Protection solutions enables enterprises across many verticals, including major financial institutions and governments, to take a data-centric approach to security by utilizing innovative encryption methods, best-in-class crypto management techniques, and strong authentication and identity management solutions to protect what matters, where it matters. Through these solutions, Gemalto helps organizations achieve compliance with stringent data privacy regulations and ensure that sensitive corporate assets, customer information, and digital transactions are safe from exposure and manipulation in order to protect customer trust in an increasingly digital world.

Contact Us: For all office locations and contact information, please visit

safenet.gemalto.com/contact-us/

Follow Us: blog.gemalto.com/security

 [GEMALTO.COM](https://gemalto.com)

gemalto
security to be free