



CASE STUDY

Horizon Youth Care and Education Enhances Security and Convenience with Gemalto SafeNet Authentication Service

Background

To effectively serve troubled youth and their families, employees at Horizon Youth Care and Education need timely access to the best information. However, they also have an obligation to keep sensitive client information private. Horizon Youth Care and Education turned to their existing ICT provider WebLimits to deploy Gemalto SafeNet Authentication Service to help secure employee remote access.

“As the IT manager, it is my job to make sure our employees get fast access to data—while also ensuring this information is always protected. With Gemalto Safenet Authentication Service, we found an intuitive, flexible solution that helps us be successful. The solution is easy to manage and easy to use, and helped us reduce our ongoing costs.”

-Debby Kriesels, IT Manager, Horizon Youth Care and Education

Challenge

To meet their charters, the professionals at Horizon have to gain timely access to information, whether they're out in the field or in the office. At the same time, the organization needs to safeguard sensitive payment information so they stay compliant with relevant policies and mandates.

Solution

With Gemalto SafeNet Authentication Service, Horizon's IT team found a flexible, easy-to-use platform that could offer strong access controls—and efficiently support the authentication demands of more than 1,000 mobile professionals.

Benefit

Gemalto and WebLimits delivered the capabilities that helped maximize the productivity of its field personnel. By delivering the complete, easy-to-implement capabilities they needed in a cloud-based platform, Gemalto helped the IT team reduce ongoing costs and administrative efforts.

The Solution

After researching alternatives, the decision makers at Horizon chose to move forward with SafeNet Authentication Service. SafeNet Authentication Service delivers fully automated, strong authentication capabilities, and it provides Horizon with flexible token options, which will help the foundation address its evolving requirements in the years ahead. Currently, more than 1,000 employees are relying on SafeNet Authentication Service. As part of the process of distributing new laptops to its mobile workforce, Gemalto authentication solutions will be rolled out to an increasing number of employees over time.

The Business Need

In working with troubled youth and their families, many Horizon employees are constantly out in the field. To deliver prompt, effective services to their constituents, it is vital that these employees get convenient, timely access to a range of information, including case histories, treatment resources, reference materials through the care application (Care4). While easy access is critical, so is security. The information entrusted to Horizon employees is highly sensitive, and the organization is focused on keeping this information secure. Further, the organization also needs to comply with NEN 7510, a standard published by the Dutch Standards Institute. The standard underscores the importance of logging access to sensitive medical and patient data, and to tracking who accesses the data.

As a result, providing strong access controls was critical. However, in the past, the organization had been using authentication technologies that were expensive, and that were cumbersome for users, so the IT team began to look for a new solution.

The Benefits

By adopting Gemalto solutions, Horizon was able to realize several critical advantages:

- > **Ease of use.** Given the high-stakes nature of Horizon staff's ongoing responsibilities and activities, it was vital that any new authentication mechanisms introduced minimal disruption and inconvenience. With Gemalto, users could continue to work with the same interfaces to which they were accustomed, and with minimal change to existing login processes, so no retraining would be required.
- > **Seamless implementation.** With their flexibility and standards adherence, Gemalto solutions were easy and non-disruptive to implement in Horizon's environment. For example, the solution offered efficient integration with their Citrix environment.

> **Compliance.** By delivering strong authentication capabilities and centralized visibility and control over user tokens and access, Gemalto solutions helped Horizon establish and sustain compliance with security policies for user authentication and with NEN 7510 standards.

> **Optimal value.** Through their combination of cost effectiveness as well as streamlined implementation and use, Gemalto solutions offered Horizon the most value for its investments. The solution automates a range of administration tasks, drastically reducing IT administration effort. SafeNet Authentication Service also features self-service portals that allow users to manage tokens on their own, reducing help desk calls and support costs.

About WebLimits

WebLimits is an IT Security specialist since 2002. WebLimits offers besides Two-Factor Authentication solutions for Web, E-mail and Data Security, Anti-Virus, Firewalls and Mobile Device Management. WebLimits has their own support desk in order to provide top service for their clients.

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.

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