



# OneSign and

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# NHS

## Solving Password and User Access Issues

A key advantage of OneSign is its ability to take the complexity and risk out of password management and maintenance.

Director of Information Systems, Healthcare Trust



The proliferation of IT applications, both local and national, and their associated passwords has resulted in a complex environment within the hospitals of the NHS, where many users have multiple login identities and passwords.

Nowhere has this trend been more prevalent than within clinical systems. At NHS Trust Addenbrooke Hospital, Technical Manager, David Hughes, described how clinical staffs were struggling to manage lists of passwords to upwards of 30 applications, not to mention the burden this placed on IT support staff.

It's an impossible system, he said. Thirty per cent of help desk calls are password related. We have two whole time equivalent staff just resetting passwords explained Hughes.

While Enterprise Single Sign-On (SSO) is not a new concept, historically, solutions have been expensive, time consuming and rarely lived up to expectations. Addenbrooke Hospital IT managers searched for and reviewed a number of potential solution options until discovering Imprivata OneSign Single Sign-On, an award winning, appliance-based solution for solving enterprise authentication and password management problems.

Using breakthrough technology, Imprivata OneSign is helping NHS organisations to increase user productivity and reduce password management costs by enabling true SSO to ALL enterprise applications without the need for scripting or custom integration.



"We realised there was something there that we could use," said Hughes. "We needed something simple from a management point of view; we needed something quickly, we needed something that could scale. We wanted to be in control and support the appliance in-house."

The Imprivata OneSign solution was selected primarily to tighten system security, but also delivers real efficiency savings as internal help desk calls for password resets are eliminated. Further, with the ability to integrate seamlessly with National Programme for IT (NPFIT) smartcards and all other methods of secure two-factor authentication, OneSign provides organisations with an end-to-end authentication and password-management solution.

For Addenbrooke's Hospital, the new solution will seamlessly integrate user access with system policy based on who the user is. As part of the National Programme for IT, the point of user authentication will be at card readers within workstation keyboards.

The card-based authentication approach not only helps Addenbrooke's strengthen overall system access, but lays the ground work for expanding the system to assign unique user access policy based on users having first 'badged' into a specific room or zone within the building, allowing them to achieve best practice in data assurance and improving both the security of its IT access controls and monitoring capabilities.

"The ability to integrate one method of access across all our physical and logical environments was a key factor in choosing OneSign" stated Dr. Geoff Smith, Deputy Technical Manager. "With a single smartcard, users will not only be able to achieve single sign-on to their local and national applications, but also use it for secure door entry and car park facilities".

Said Hughes, "OneSign will be the cornerstone of our IT strategy. The OneSign solution helps to streamline and simplify the password process, giving users faster access to patient information and at the same time, significantly improving our system security".

To learn more, visit [www.imprivata.com](http://www.imprivata.com), or contact your local reseller.

Staff had to remember complex passwords to gain access when accessing local applications. In the event of a forgotten password, clinicians were being locked out of their systems and this led to a lot of user frustration, not to mention the impact it had on time spent treating patients. By using Imprivata, we are not only eliminating our local password issues but also making signing in far more efficient and easy for staff.

- David Hughes, Technical Manager, Addenbrooke's

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**Five out of five stars**

