



## CASE STUDY

# SafeNet Authentication Service Secures Physician Access

A longtime SafeWord customer, Albert Schweitzer Ziekenhuis (ASZ) hospital system in the Netherlands relies on Gemalto authentication to secure physician access to sensitive hospital resources. Instead of renewing their SafeWord contract, they upgraded to Gemalto's cloud-based SafeNet Authentication Service - reducing cost, simplifying management, and enhancing functionality.

### The Organization

Albert Schweitzer Ziekenhuis (ASZ) treats more than 500,000 patients every year at its main hospital and system of outpatient clinics. With more than 4,000 staff members, the hospital has taken great effort to ensure physicians and caretakers have access to relevant medical documentation, while also ensuring the security and privacy of patient information.

### The Business Need

To enable physicians and caregivers to access medical information in real time – regardless of whether or not they are in the hospital building – the IT team at ASZ created a secure Citrix environment. Doctors and administrators can access the hospital's intranet, specialized healthcare applications for dictating notes and reviewing imaging, as well as Microsoft Office and Outlook. For doctors traveling or "on call," they're able to stay in contact with in-hospital care providers and provide treatment guidance without being in the building.

### Challenge

Several years ago, Albert Schweitzer Ziekenhuis hospital system chose Gemalto SafeWord tokens to protect access to its Citrix environment, including sensitive patient information. With the end of their SafeWord contract quickly approaching, the Dutch hospital system sought a solution that would provide optimal value for money, as well as easy deployment and day-to-day management.

### Solution

When it came time to renew their SafeWord subscription, the hospital instead chose to upgrade to Gemalto SafeNet Authentication Service, which delivers fully automated authentication from the cloud.

### Benefit

SafeNet Authentication Service fulfills all the requirements of the older SafeWord solution, while offering reduced costs and lower management overhead thanks to as-a-service delivery, automated workflows, and enhanced features.

In order to protect user access to this private data and comply with regulations regarding patient privacy, the Citrix environment required strong authentication. With the help of their trusted advisor, Square One Solutions, ASZ chose to implement Gemalto SafeWord, an easy-to-use One Time Password (OTP) token that seamlessly integrates with Citrix Access Gateway and NetScaler.

In the years since ASZ implemented SafeWord, Gemalto has developed more advanced authentication solutions, so this year, instead of simply renewing their SafeWord licenses, ASZ decided to explore Gemalto SafeNet Authentication Service. What they found was the newer solution not only met their requirements, but provided enhanced features, simpler management, and decreased costs.

### The Solution

ASZ chose to upgrade from Gemalto's legacy SafeWord 2008 solution to Gemalto SafeNet Authentication Service Cloud Edition, which delivers fully automated authentication from the cloud with flexible token options tailored to the unique needs of organizations. The solution supports a variety of hardware, software, mobile and tokenless form factors, while simplifying management with automated workflows and simple integration with directories and applications, including Microsoft Active Directory and Citrix NetScaler. While the reduced cost and ease of management provided motivation to upgrade from SafeWord, the Head of the IT Unit was concerned that a cloud-based solution may compromise patient privacy.

"I'm not a fan of cloud-based solutions from a privacy standpoint, and I was worried it may interfere with compliance initiatives," explained Kevin Boes, Head of Information and Communications Technology Management Unit at Albert Schweitzer Ziekenhuis. "We involved one of the hospital's information security officers to evaluate the solution and advise us on whether or not Gemalto's solution would meet our needs. His evaluation, combined with SafeNet Authentication Service's ISO 27001 certification, convinced us that even though it is a cloud-based solution, our patient's data remains secure, and the hospital is still in compliance with healthcare regulations."

Designed to meet the migration requirements of large enterprises with complex IT environments, Gemalto's migration agent allows organizations to take advantage of the improved security and reduced cost of SafeNet Authentication Service while preserving current token investments. This ensured there was no service disruption during ASZ's migration process.

"Gemalto SafeWord was good enough for our needs, but we evaluated SafeNet Authentication Service and found it met all our requirements and was less expensive! We were already a happy customer, and we're even happier now."

-Kevin Boes, Head of Information and Communications Technology Management Unit at Albert Schweitzer Ziekenhuis

### The Benefits

In addition to meeting ASZ's requirements for security, privacy and compliance, SafeNet Authentication Service provides additional benefits and features not available in other, older solutions like SafeWord. For example, cloud-based delivery removes the need for additional hardware and maintenance overhead, and enabled ASZ to keep their current infrastructure, while deploying a new authentication solution quickly.

Concurrently, ASZ has been leveraging Gemalto's MobilePASS family of one-time password (OTP) software authentication solutions to a greater extent than they had with SafeWord. MobilePASS combines the security of proven two-factor strong authentication with the convenience, simplicity, and ease of use of OTPs generated on personal mobile devices or PCs. "MobilePASS is a great benefit," said Mr. Boes. "We knew Gemalto offered the MobilePASS app for smartphones, but we didn't use before. Now, we use it a lot. Having the mobile phone as a token is very user-friendly and also easy to manage."

There were several benefits and advantages of SafeNet Authentication Service that played a pivotal role in ASZ's final decision, including:

- > **Easy management thanks to fully automated workflows.** These include automated lifecycle administration, including the provisioning and revocation of users and tokens, as well as automated red flag alerts that allow management by exception.
- > **Low Total Cost of Operation (TCO).** With subscription-based pricing, low IT operational overhead and cloud-based delivery that eliminate the need to manage servers and additional infrastructure, ASZ found that SafeNet Authentication Service could deliver the best value for money.
- > **Convenience provided by Gemalto's OTP apps.** Gemalto's MobilePASS OTP apps enable doctors and other staff members to use the same device they already carry on their person — be it smartphone or tablet — to be transformed into an OTP-generating token.

- > **Compliance with international standards.** Hospitals in the Netherlands must adhere to NEN7510, WGBO, WBP, KWZ, NIAZ and several other security standards, as well as prove the security of cloud solutions. SafeNet Authentication Service Cloud Edition has received ISO 27001:2013 accreditation, the highest attainable credibility ranking for information security management.
- > **Prevalidated Citrix integrations.** Gemalto's fully tested, fully documented integrations with Citrix Access Gateway and Citrix NetScaler enabled ASZ to seamlessly integrate their environment with SafeNet Authentication Service.

### About Square One Solutions

Square One Solutions is an award-winning systems integrator that implements innovative products and services together with its customers' virtualization solutions from desktop to data center in the cloud. For 20 years, Square One Solutions has acted as a trusted advisor and extension of organizations' IT departments, specializing in mobile and cloud computing, thin clients, BYOD policy, mobile, remote workforce applications, and more.

### About Gemalto's SafeNet Identity and Data Protection Solutions

Gemalto's portfolio of Identity and Data Protection solutions 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 SafeNet Identity and Data Protection solutions enable 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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