



“We required a new approach to our two factor authentication needs, as our existing system was causing issues with administration, distribution and end user convenience. We selected the **SecurEnvoy SecurAccess** solution, as it removed the need for physical tokens by leveraging existing mobile phones. Users preferred to use their phone over a token as they were not required to carry and protect additional hardware.” Miles Hapgood commented

About NHS Children with Special Needs

NHS Royal Devon and Exeter Healthcare NHS Trust

Created in April 1993, the Royal Devon and Exeter Healthcare NHS Trust provide the full range of acute hospital services to the people of Exeter, East Devon and Mid Devon: a population of around 350,000. The Trust employees around 7,000 and most of the hospital services are based at their main hospital at Wonford in Exeter.

In July 2002 the Trust retained its coveted three star statuses in the government's performance ratings. This performance is all the more impressive given that their comparative service and management costs are amongst the lowest in the land, meaning more resources are directed towards patient care. When the Health Department reported on the work of NHS trusts and health authorities nationwide they scored above average in all areas under review and were ranked within the top ten per cent of Trusts in most areas

www.devonchildrenstrust.org.uk

NHS - Royal Devon and Exeter Healthcare Trust had to protect patient confidentiality and considered information held about children to be the most sensitive and therefore required the utmost protection. Paramount was how they controlled and accessed information regarding children with special needs. This information was collated and updated by various practitioners who worked as mobile units; it was only when the practitioners returned to their relevant office that the information was entered onto the internal systems. Until this happened, all sensitive information was uncontrolled and unprotected.

The original deployment used a two factor authentication from a leading token vendor, yet the **NHS Royal Devon and Exeter Healthcare Trust** found the administration and overall ROI was far too high and subsequently searched for other viable yet secure solutions. Users reported that tokens were failing, being misplaced or left at other offices, which placed a burden on their IT support team to configure temporary access and distribute replacement tokens. **SecurEnvoy SecurAccess** was selected as it leveraged existing mobile phone infrastructure without the need for additional hardware or physical tokens

NHS Royal Devon and Exeter users were part of the selection and testing process for the replacement two factor solution. A number of users were picked to evaluate the usability of **SecurEnvoy SecurAccess** against their existing token system. All of the users tested, favoured the SMS mobile phone approach from **SecurEnvoy**. They especially liked the fact that the new SMS passcode overwrote the existing one. The IT support team found the direct integration into their Microsoft Active Directory, allowed them a single point of management without having to duplicate user information

Utilising technology from **SecurEnvoy** allowed the **Royal Devon and Exeter Healthcare NHS Trust** to surpass all their requirements and reduce their ongoing cost which allowed a faster expansion within budgetary constraints.