

Case study  
**NHS CSN**

**“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.”** *Jim Smith, IT manager commented*



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. With how they controlled and accessed information regarding children with special needs. This information was collated and updated by various carers who worked as mobile units; it was only when the carers 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.

By 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.

## 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.



## SecurAccess:

### Authentication for the modern business

SecurAccess from SecurEnvoy turns any mobile phone that can receive SMS into a ready made authentication device. This pioneering zero-footprint solution cuts costs by using hardware that is already in circulation.

Unlike traditional tokens that take months to deploy and replace, SecurAccess can roll out more than 15,000 new remote staff per hour without the pain, cost or environmental impact created by legacy hardware distribution.

The solution fully integrates into Microsoft Active Directory, Novell eDirectory, Sun Directory Server and OpenLDAP. Integration is simple as it requires no additional databases or hardware – not to mention their associated cost.

SecurAccess also integrates with all leading remote access servers and web services including Microsoft OWA, Citrix, Juniper and Cisco.

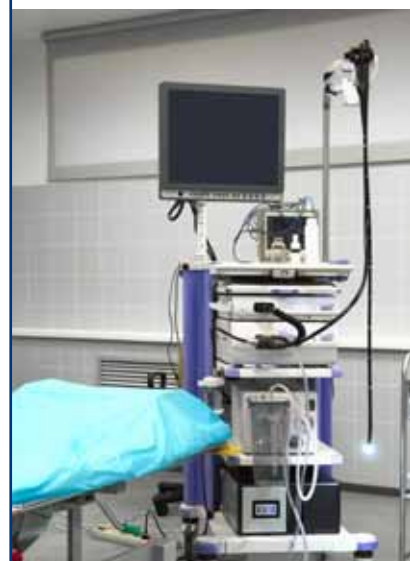
There's also no need for extra software, eliminating costly and time-consuming testing and training schemes. SecurEnvoy has been designed to respond to the constant changes in mobile technology to ensure a competitive ROI.

Worried about network coverage or SMS delivery delays?  
SecurAccess is fundamentally designed to let you:

- Pre-load one-time passcodes
- Reuse session passcodes that change daily or after multiple days
- Request temporary passcodes through self-help website
- Obtain passcodes via email if necessary

SecurAccess is changing the game for business security. No tokens, no fuss...  
Just rock solid, two-factor security on the move.

**For more information about SecurAccess or SecurEnvoy's other products, visit [www.SecurEnvoy.com](http://www.SecurEnvoy.com).**



## About SecurEnvoy

SecurEnvoy are the inventors of tokenless authentication and provide two-factor authentication via mobilephones. Passcodes are sent to the user's mobile phone in order to access corporate internal networks, cloud based services or private emails.

SecurEnvoy's products - SecurAccess, SecurPassword, SecurICE and SecurMail - are adopted worldwide.

Customers benefit from reduced support time, no database management as existing LDAP servers are used and zero footprint as no token deployment is required, so ROI for organisations is relatively high.

SecurEnvoy distributes through the channel, providing customers the value added benefits of working with

local partners. It has built up a technical and sales

infrastructure that supports most languages and

cultures around the world. Partners include: Juniper, Citrix, Fortinet, Sonic Aventail, Cisco, Checkpoint, Celestix, Microsoft and F5. SecurEnvoy's customers include T-Mobile, Symantec, John Lewis, NHS and Save The Children.

Founded by Andrew Kemshall and Stephen Watts in 2003, SecurEnvoy is based in Theale, Berkshire.

**For more information about SecurEnvoy and its products, visit [www.securenvoy.com](http://www.securenvoy.com).**



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