## CORPORATE PROFILE

The customer is a global healthcare enterprise with annual revenue averaging $10 billion. The system currently has more than 20 hospitals, 400 clinics and 60,000 employees.

## Strong Authentication for a Variety of Business Needs

**CHALLENGE:** The customer needed to replace their existing two factor authentication platform with a more robust solution that could secure multiple applications.

**SOLUTION:** The customer chose the Entrust® IdentityGuard authentication solution to replace their existing platform. The core functionality which allowed for multiple authenticators to be secured by a single platform solved the dilemma faced by the customer.

**RESULTS:** By using the Entrust Datacard™ solution, the customer now can securely authenticate and access a variety of web and enterprise applications with one solution.

⬡ **Entrust Datacard**™

*"The IdentityGuard platform allowed us to use one solution to secure multiple applications – something we weren't able to do previously.  The solution was installed without the need for customization and also will grow with us as we add users and applications to our business."*

*— Senior IT Manager*

### The Burden of Security for All

The customer was utilizing a two factor authentication solution that was scheduled for discontinuation. The hospital quickly needed to replace their existing platform with a more robust solution that met their needs and could serve a growing number of end users. The new solution needed to provide multiple authenticator options to secure access for different user groups and applications. It also needed to be scalable to accommodate a growing number of users, and able to provide unique policies by user groups. Additionally, the new platform needed to be able to interface with the customer's existing master gateway portal for third party users.

A formal request for proposal process was held - while pricing was an important factor, it was not the deciding factor. The customer also conducted live proof of concept testing.

### The Entrust Datacard Solution

Entrust Datacard was selected to replace the customer's existing authentication solution. The Entrust IdentityGuard solution coupled with the Self Service Module provided the customer with an ideal platform with no customization necessary. The deployment was such that the customer maintained the gateway entrance to all applications, users are then filtered through  the Entrust IdentityGuard solution for authentication based on the appropriate policy for their group.

The Entrust Datacard professional services team quickly installed the Entrust IdentityGuard solution for 750,000 users replacing the existing platform with no downtime. With the Entrust Datacard solution, users are now able to securely authenticate and access a variety of web and enterprise applications.

The customer was impressed with the strong service and support Entrust Datacard provided during implementation, as well as the flexibility of the new platform.

Initially the customer was only reliant on the core features of the Entrust IdentityGuard solution; multiple authenticators in a single platform. However, the Self Service Module proved to be an increased value with soft token registration and other self-service features which reduced the support.

### Secure Access for Everything

The customer now has a robust two factor authentication platform that provides its users with secure access to a variety of applications. The Entrust IdentityGuard solution secures access to multiple patient web portals, HR software, an internal employee portal, third party clinician access to patient information, remote email access and more. The customer also now has the option to scale from 750,000 current users to millions as they grow. Strong and secure technology, paired with world class service, set Entrust Datacard apart from their previous vendor and the competition. In fact, the customer is now considering expanding the solution from the initial data center to a second data center to provide a disaster recovery environment. Entrust IdentityGuard solution is also being considered to secure a number of new applications used by the customer. The Entrust IdentityGuard solution was able to solve the existing authentication needs of the customer and also has the flexibility to grow with them as their business grows, proving to be an ideal authentication solution.

**Entrust Datacard™**