CORPORATE PROFILE

The customer is one of the largest specialty hospitals in the world with annual revenue of $2.4 billion. The hospital has 25,000 employees, admits more than 28,000 patients a year and serves more than 1 million outpatient or emergency patients annually.

Authentication for Security — Now and in the Future

CHALLENGE: The customer, a large hospital, was looking to replace their existing authentication solution vendor with a cost effective product that supported their long-term growth strategy.

SOLUTION: Entrust Datacard presented the customer with the Entrust® IdentityGuard platform. The cost was better than that of the current vendor and with the IdentityGuard solution was able to secure an additional 10,000 users.

RESULTS: The Entrust IdentityGuard platform was able to meet the customer's requirements and provide the support and technology necessary to allow the customers to grow and add more users in the future.

⬡ **Entrust Datacard**™

"Entrust IdentityGuard allowed us to secure our current platform, while remaining flexible and scalable for our future needs."
— Senior IT Manager

Business Challenges

The hospital wanted to expand their two factor authentication platform to include new users in additional departments. However, the annual fees associated with their existing solution were too expensive. The existing platform did not support hospital's strategy of long term growth of the authentication solution. In the end, the customer needed a new flexible, scalable two factor authentication platform that could support 10,000 additional users without a significant increase in cost.

A Flexible, Cost Effective Solution

While keeping cost top-of-mind and searching for a vendor with the flexibility to scale for future authentication needs, the hospital decided to replace their current authentication solution with the Entrust IdentityGuard platform. The initial deployment was a one-to-one replacement of the hospital's hardware tokens, but expanded to include a transition of soft token technology. The Entrust® solution was able to secure the 25,000 users as mandated by the customer, while matching the cost they were previously charged for 15,000 total users. No customization was necessary—the standard Entrust IdentityGuard product was flexible and met the customer's needs. With the Entrust IdentityGuard platform, registering new users was easy, and it provided for multiple authenticators, which allowed added flexibility for integration and management. The self service module feature customized the platform to enhance the users' experience.

Security for Now and the Future

The hospital was extremely satisfied with Entrust Datacard customer support and the Entrust Datacard professional service team that made transition from their previous platform quick and seamless. The Entrust IdentityGuard platform provided the technology to facilitate growth and expansion, while reducing overall costs. The customer now can add users to the platform without interruption as their business expands.

Entrust Datacard™