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**CASE STUDY:** Liverpool Heart and Chest Hospital (NHS)

# Forward thinking NHS Foundation Trust deploys PINgrid 1.5 Factor to replace time consuming and convoluted hard tokens

## About Liverpool Heart and Chest Hospital NHS Foundation Trust

Liverpool Heart and Chest Hospital NHS Foundation Trust (LHCH) is a specialist cardiothoracic hospital which each year performs 60,000 outpatient appointments and 12,000 inpatient procedures. In 2012 the Trust was awarded the highly prestigious Health Service Journal Awards "Provider Trust of the Year".

Liverpool Heart and Chest Hospital regards its workforce as its most valuable resource and works hard to provide its staff with fast and efficient access to the IT systems and resources they need, when they need them. This is vital to the day-to-day running of the Trust.

The Trust had a VPN-based remote access system in place, but it involved a convoluted five-stage logon and authentication process which included the use of a hard-token, meaning it could take up to 10 minutes to gain entry. "This was deterring many people from using the service," explains the IT Operations Manager at LHCH, Matt Connor. "We needed to find a replacement that would pair high levels of security, authentication and verification, to protect our systems and the confidential data residing on them, with a straightforward, reliable and quick sign-in process to encourage widespread usage."

The decision was made to work with Authlogics Gold Partner, Sapphire, to implement Authlogics Unified Access Gateway (UAG) and Threat Management Gateway (TMG) appliances, integrated with the ground-breaking 1.5 Factor Authentication (1.5FA) technology software solution, Authlogics PINgrid.

## The solution

The Trust is forward thinking in its use of technology and had already rolled out Windows 7 en masse and invested in a large number of iPads as part of its scheme to reduce paper. It also advocates a Bring Your Own Device (BYOD) policy, so the solution needed to be flexible. "The 1.5FA approach offers the perfect fit for a BYOD strategy," explains Connor. "It means authorised staff can get fast and secure access from any device anywhere and our systems are fully protected at all times."

Connor explains the headaches of administering the old system:

**"We had been reviewing an upgraded version of the current remote access solution, however this would have introduced minimal improvements to our existing system. This process was ongoing for a couple of months, but it only took three weeks from the time we contacted Authlogics and expressed our initial interest in PINgrid to having a working pilot up and running."**

## Solution Highlights

- Strong 1.5 and 2 factor authentication using a visual pattern
- Cost effective compared to token based authentication solutions
- Secure remote access to internal AND cloud-based applications
- Active Directory or LDAP database storage without extending the schema
- FIPS 198 & 180-3 compliant cryptography that exceeds OATH specifications
- Rapid user provisioning with auto-generated patterns
- RADIUS & Web Services interface for universal integration
- Free Soft Token download from all major phone application stores
- Out of the box support for Microsoft IIS web servers and Forefront TMG 2010 & UAG 2010

## Products Used

- Authlogics PINgrid
- Microsoft UAG 2010

Liverpool Heart and Chest Hospital   
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"The experience of working with Authlogics has and continues to be absolutely brilliant," states Connor. "Using UAG, TMG and PINgrid for 1.5FA we have introduced an integrated remote access, security and authentication solution that reduces logon time from around 10 minutes, to less than one minute and provides the protection we need."

**Matt Connor**  
IT Operations Manager Webber  
LHCH

## Grid Pattern Authentication: Simple, Memorable and Secure



# PINgrid streamlines the login process

Today, when a member of LHCH staff needs to logon they simply open their browser, type in the URL to launch the portal and they are presented with a screen that asks them to provide their username, password and PINgrid passcode.

On the right of the screen is PINgrid (a six by six grid comprising of randomly generated numbers, between 0-5, that delivers 2.1 billion possible combinations) and the user simply types in the numbers that correspond to their pre-arranged easily memorable pattern, to enter a One Time Code. PINgrid is also a future-proof solution, as should

the Trust wish to introduce 2FA for access to certain resources, then they can easily roll out PINgrid as an app, transforming any mobile device into a soft-token.

"We had total confidence in replacing our hard-tokens with a 1.5FA solution and we would encourage other NHS Trusts to explore this approach."

**Matt Connor**  
IT Operations Manager Webber LHCH

## The Benefits

Since introducing the system, LHCH has reported a phenomenal uptake in the number of staff choosing to logon remotely, with 140 current active users.

Procurement staff can now logon and sign-off orders, radiologists have easy access to the Picture Archiving & Communication System (PACS) to review X-rays, whilst management teams are able to easily access important documents and emails when off-site. The scalability and administration of PINgrid makes it easy to add and remove users, especially as there is no longer a need to issue costly hard-tokens. "The experience of working with Authlogics

has and continues to be absolutely brilliant," states Connor. "Using UAG, TMG and PINgrid for 1.5FA we have introduced an integrated remote access, security and authentication solution that reduces logon time from around 10 minutes, to less than one minute and provides the protection we need." He concludes: "The team at LHCH, whether clinical or clerical, can have access to the right information at the right time, improving the efficiency and effectiveness of our processes and ultimately the award-winning quality-of-service we deliver to all of our patients."

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