

Case Study



Winfrasoft

Health Access System

Universal easy access to healthcare resources at Salisbury NHS Trust.

For healthcare technology to deliver on its potential, information must be available to clinicians in the most demanding of environments. Security is paramount, but then so is easy access to local and national services. A new breed of authentication services is striking the perfect balance...

The Challenge

Salisbury NHS is a busy Trust providing care to 200,000 patients across Dorset, Wiltshire and Hampshire. In 2009, the Trust realised that the modernisation of local healthcare community services meant there was a need for more people than ever to access the Trust's internal IT systems. These users were also increasingly diverse, including community staff, NHS teams in other areas, and third parties providing services to Salisbury NHS Trust.

The priority was to find a way of providing this access that would be safe and secure, providing IT staff with clear audit trails, explains Linda Dunham, infrastructure architect and system support manager with

Salisbury NHS Trust. "Many of our remote users are non-Trust employees, such as other Trusts or GPs, so we needed something very safe and secure," says Dunham. "Our other priority was to find something that could integrate with the existing Active Directory infrastructure."

The hospital was already providing limited remote access using Citrix Access Gateway, but this restricted users to accessing only Citrix applications. "We had got to a point where we had more diverse requirements," says Dunham.

Microsoft UAG platform delivers speedy results

After considering a number of possible solutions, Salisbury NHS opted to work with Microsoft partner Winfrasoft to deploy the HAS solution. The system, which runs on Microsoft UAG, provides secure remote access to both local and

national applications, along with a self-service password reset system and fast user switching.

The Trust opted to deploy HAS because it integrated well with the existing IT infrastructure, explains Dunham.

HAS highlights:

SSO web-client authentication for easy access to local & spine applications. Sign in once with the smart card and seamlessly access web based applications like Exchange and SharePoint.

Secure Remote Access with 2 factor authentication from the Internet using the NHS Smartcard – no more expensive tokens.

SSPR Self Service Password Reset cuts Helpdesk's largest cost by allowing users to reset their own password after they have logged in with a smart card.



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"We're a Microsoft-based site so a Microsoft solution fits well with our environment and there are key features that make it easier to implement because we're using Active Directory," she says.

"The use of NHS smartcards is increasing and each card is validated via the same method, regardless of the issuing Trust," says Dunham. "The flexibility of Microsoft UAG means the user experience is unchanged whether they are access the Trust from the Internet or via N3."

NHS employees can use their CfH smartcards to access the Salisbury NHS Trust local applications as well as national applications running on N3, while third parties are issued with secure RSA tokens which also work seamlessly with the HAS application.

The new solution from Winfrasoft runs on Microsoft UAG, which has been provided to many NHS Trusts as part of the original national licensing agreement. UAG also incorporates SSL-VPN technology for secure remote access, and has the ability to pull together remote and local applications into a single access portal. "In fact, Salisbury uses two portals, one

Opening the door to collaboration

"The project is currently in the early days of pre-release testing but will soon be released to two local health partners, who will use the system to gain access to a number of internal Trust systems, including electronic results reporting and PACS images. The next step will be to invite other Trusts to join the system, as well as increasing the number of internal employees with access", says Dunham.

There are many reasons why collaboration between multiple agencies is becoming a cornerstone of healthcare IT delivery. Clinical care has always been a multi-specialism discipline; provision of end-to-end

In addition, the Trust has been able to deliver secure remote access and authentication at a fraction of the usual cost because HAS is able to use employees' existing Connecting for Health (CfH) smart cards to identify them.

connected to the extranet and one for internal users," explains Ian Shandling, a director with Winfrasoft. "The good thing about UAG is that the user experience is the same whether someone accesses the portal from inside, or from N3."

To ensure access is completely secure, Salisbury NHS is also using Microsoft TMG at the network perimeter, replacing several older generation products. "TMG has allowed the Trust to replace several layers of firewalls and infrastructure, providing something much more secure and easier to manage," says Shandling.

healthcare involves NHS organisations working with other agencies beyond its own boundaries, and the current technology trend is to move away from one-size-fits-all national delivery of IT to efficient localised solutions. Infrastructure services like HAS and Microsoft UAG may not be glamorous, but they unlock essential collaborative opportunities which will drive efficiency and free up knowledge to flow to wherever it is needed, whether that is at the hospital bedside or a far-flung surgery.

For more information about the Winfrasoft Health Access System please visit: <http://www.winfrasoft.com/has>

Testimonial

Once the system is fully live, with users able to access internal IT resources from other Trusts and offices, as well as from home and in the community, efficiency will be significantly improved.

Timescales for look-up will be reduced because GPs will be able to access their patient's test results in a more timely manner. Staff on call will be able to access information without travelling into the Trust, while there's also potential to have key staff working from a remote location either via N3 or the Internet.

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