

## Case Study

Winfrasoft  
**Health Access System**

**In the first 12 months of using Winfrasoft HAS, Worcestershire Acute Hospitals NHS Trust has saved more than £25,000 by not purchasing VPN tokens. As the use of HAS increases, so will the savings – Lowe reports that within three years the savings generated by HAS will be more than £88,000.**

### The Challenge

There are 151 Primary Care Trusts in the UK and together they are an intrinsic part of the National Health Service (NHS), providing healthcare services to more than 50 million patients in the UK. Collectively they are responsible for managing and allocating 80% of its overall budget. Many of these PCTs operate very well equipped IT infrastructures administered by highly-skilled professionals, however, with public sector budgets under close scrutiny and the quality of healthcare at the top of the government agenda, all are under pressure to ensure that every penny spent on computing is focused on improving frontline services.

Worcestershire Acute Hospitals NHS Trust is undergoing a period of significant change, with mergers and shared services resulting in huge growth in the number of remote, mobile and home workers.

"At the moment, we have shared IT services for primary care and acute care, and mental health is merging with

provider services to form a new Trust," explains Peter Lowe, centralised IT services manager at Worcestershire Acute Hospitals Trust. "We have three acute hospitals but also more than 200 sites across the organisations, and people often move between sites, or want to access resources from a remote site, or from their PC at home."

Traditionally, the Trust has provided workers who need remote access with a secure VPN 'token' which authenticated the user, and allowed them to log on to the NHS N3 network, and then to connect to a remote desktop via terminal services.

However, with the number of remote workers exceeding 750, this approach was becoming increasingly costly. Each token cost £43.30 to provide, with an additional monthly fee of £8.50 each. "Overall, we were spending £88,000 to provide tokens to 750 users, and that was only going to increase over time," says Lowe.

### 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.



### Winfrasoft Products used:

- Winfrasoft HAS



# Case Study

## The Solution

In December 2010, the Trust began looking for a cost-effective alternative to secure VPN tokens and was impressed by the Winfrasoft HAS, a secure access solution for Microsoft UAG, that uses the NHS CRS smartcard for two factor authentication and single sign-on.

"The business case for Winfrasoft HAS was very straightforward", explains Lowe. "Since the NHS has already invested in licenses for UAG/IAG, and many employees already have NCRS smart cards, the only cost to the IT department would be purchasing the Winfrasoft licenses – which are considerably less expensive than the VPN tokens."

The deployment began with a three-month trial with selected users, to see how Winfrasoft HAS compared to the VPN token-based authentication system.

"Persuading people to change the way they work and do something different is never easy, but we created a very detailed

user guide, and we took time to explain to people how the new system worked," says Lowe. "From that point, feedback was very positive, and we started to get people approaching us, and asking to give their tokens back, so they could use the new system."

Using HAS, employees can log-on to the NHS network and are prompted to insert their card into a reader and enter a PIN code, which allows them to access a terminal server farm in exactly the same way as previously.

The IT department has also developed a new portal for remote workers so that once they are authenticated, they can log into a terminal server as usual, but also access shortcuts for specific remote applications, including PAS, pathology and patient letters. "It's now much more user-friendly, and applications are published very simply through Microsoft remote desktop protocol." says Lowe.

**"One thing our trial users told us was that the connection with HAS was more robust, and less likely to drop-out, as well as offering a better user experience. People also like using their cards, which have their name and photograph on. They think it presents better security and a much more professional image"**

## The Benefits

After a successful trial, the IT department began recalling VPN tokens as their three-year contracts expired, replacing them with the NCRS cards and HAS. This gradual roll-out has made supporting users much easier, and by August 2014, the Trust will be exclusively using HAS for remote and mobile access.

In the first 12 months of using Winfrasoft HAS, the Trust has saved more than £25,000 by not purchasing VPN tokens. As the use of HAS increases, so will the savings – Lowe reports that within three years the savings generated by HAS will be more than £88,000.

"The only cost for us, apart from the license, is time. People have to set up an appointment to get a card if they don't have

one and they sometimes need some IT assistance the first time they use it" says Lowe. "It's far easier for us to manage because each individual is responsible for their own card."

"Over the coming years, it's likely that the Trust will increase its investment in HAS", adds Lowe. "We have a lot of partnerships with other Trusts, and there is some crossover with private hospitals where clinicians need to access NHS data." he says. "On top of that, the number of people working from home is growing rapidly, and they need access to systems – quickly and simply."

For more information about HAS visit: <http://www.winfrasoft.com/has>

## Testimonial

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