

Customer Solution Case Study

Medium Sized Healthcare Provider

“Without Sig-Tec’s Single Sign On and Strong Authentication Software, we would be doing the same thing that we were doing a year ago... getting very frustrated with passwords and struggling to meet IT security requirements. In today’s world IT security requirements must be met, while clinical workflow must be fast and easy. With the Sig-Tec software we were able to achieve all of our goals quickly and cost effectively making the organization and the end users very happy.”

*Ron Thiessen
Director of Operations, Central Minnesota Neurosciences*

Today’s security challenges

Healthcare providers have been forced to address security needs in an ever changing technological world. The days of paper charts are nearly extinct with healthcare organizations transitioning to EMR applications. With the move to electronic medical records, a new challenge for IT security and clinical workflow was created. Doctors and clinicians are required to remember and manage an ever increasing amount of usernames and passwords to access their networks and applications. Because of these requirements, workflow is negatively impacted and users were forced to find workarounds to gain back the speed that was lost (i.e., taping usernames and passwords to the face of monitors; keeping information on a 4x6 index card that can be lost or stolen).

Business Need

Central Minnesota Neurosciences (CMN) is a healthcare organization in St. Cloud, Minnesota that places its highest priority on providing quality patient care. CMN recognized that with their transition to Cerner EMR and other clinical applications it had reached a level of usernames and passwords that was hurting workflow and security. A need was seen to reduce these username and passwords and return to a fast and easy workflow. It was also determined that implementing a strong authentication method concurrently would reduce the username and passwords one step further. To address these issues and other technological challenges, a flexible software solution would need to minimize the difficulties of working with complex rotating passwords and work in diverse environments including Citrix. A two-fold approach was needed, securing workstations with strong authentication and securing applications (such as Cerner EMR). CMN identified the following objectives for their initiative:

- Strong authentication utilizing Silex S1 biometric fingerprint sensors to comply with HIPAA and other internal policies
- Replace passwords for application access with biometric fingerprint
- Maintain or improve current workflow
- Fast-user switching environment in chart viewing facility
- High acceptance amongst end users
- Easy to install and configure
- Proven solution
- Familiar, easy to use



Customer

Central Minnesota Neurosciences

Website

www.centralminnesotaneurosciences.com

Customer Size

Approximately 3,000 new patients per year

Industry

Healthcare provider

Company Profile

Central Minnesota Neurosciences delivers high quality neurosurgical and rehabilitative specialty care services. We perform prompt and comprehensive evaluations, make clear recommendations for treatment, provide skilled and timely interventional care when indicated, and communicate with the referring provider and the patient through all stages of treatment, to deliver efficient, comprehensive, compassionate, and cost effective care.

Software and Environment

Microsoft Windows XP
Microsoft Server 2003 SP2
Citrix
Cerner EMR

Business Solution

CMN selected Sig-Tec's Single Private Desktop (SPD) and AppStarter software products to secure the workstation and allow for biometric authentication for network and application access using Silex S1 biometric fingerprint sensor. The biometric credentials are captured at enrollment with BIO-key's patented VST identification software. Because VST stores each user's fingerprint as a mathematical template, the user's fingerprint image isn't maintained on any computer or in any database – further protecting security as well as privacy. The end-user simply puts their finger on the embedded biometric fingerprint reader for access into both the network and authorized applications at any workstation throughout the facility.

The resulting solution brings strong authentication and password management and full compliance with HIPAA and internal policies regarding patient information. Workflow was simplified with the exciting Silex S1 biometric technology that means an end user never has to remember another password for application or network access. With the complete deployed solution, the following benefits were obtained:

- Reduction and elimination of cumbersome passwords for EMR and other clinical applications
- Limited training and implementation cost
- Administration and configuration across your organization from a central location
- Reporting and auditing capabilities across the enterprise
- Risk free expansion for workstations – future expansion can incorporate different authentication devices (including imbedded devices on laptops)
- Risk free expansion of applications – Sig-Tec's AppStarter can be configured to manage passwords for any software application

CMN has had the Sig-Tec solution deployed for over one year and the end users are happy with the new workflow. "When a user can walk up to any workstation, present their fingerprint for authentication and get right in... now that is convenient" says Ron Thiessen of CMN. "But even more convenient is the ability to sign on to any networked computer and authenticate to your third party software without having to carry your passwords around with you." Addressing the security issue was essential for CMN as a business, but adding AppStarter for password management is what Mr. Thiessen says really brought the employees on board. "It is not only convenient but also cool and it added fun to the amazing functionality of this product".

Finally, one of the most critical elements in the choice of any software solution is customer support. According to Thiessen, "Sig-Tec did a wonderful job working with us to integrate this new software solution into our existing system but, more importantly, the quality of their ongoing customer support since integration has been unparalleled in my experience. Maintaining compatibility between all of our software solutions is an ongoing challenge and the Sig-Tec support staff is perhaps the most knowledgeable and responsive IT support team I have ever worked with."

About Sig-Tec

Sig-Tec is a software engineering company that has created a winning suite of Identity and Access Management solutions that raises the standard for performance in today's IdAM market. Sig-Tec's philosophy in building software solutions acknowledges every customer's expectations for a fundamental and reliable solution that is flexible, easy to implement, use and manage. The foundational products of this suite are "AppStarter" Single Sign On and "SPD" for Strong Authentication. These software solutions make addressing strong passwords and password management fast, simple, and inexpensive for any organization by easily installing in the existing infrastructure in days, not months. Sig-Tec's identity and access management software has been carefully developed with extensive research with Chief Medical Officers, Chief Information Officers, Chief Security Officers, Directors of IT security, network administrators, security analysts and many industry experts. For additional information on Sig-Tec please visit www.sig-tec.com or email sales@sig-tec.com.