# Cryptzone™

# Aintree University Hospitals

Providing flexible and secure remote working for hospital staff

## Aintree University Hospitals NHS
### NHS Foundation Trust

*Where quality matters*

## Quick Facts

### Organization
- National Health Service Hospital, UK

### Challenges
- Empower all users to access email from home
- Facilitate clinical users to access clinical-based applications remotely
- Accommodate third party access to the Trust
- Reduce IT costs and ease the burden of IT support

### Solution
- AppGate remote access that outperforms old perimeter based security model using authentication, encryption and access control.

### Benefits
- Two-factor authentication
- Control of user access
- 3rd party access management
- Cost savings

## Background

Aintree University Hospitals NHS Foundation Trust, based in Liverpool, comprises two main hospitals providing acute and non- acute healthcare services to a population of 330,000 in North Merseyside and surrounding areas. The Trust wanted to enable flexible working for its remote and mobile staff whilst ensuring sensitive data was protected. Furthermore, the previous remote access solution used a secure token authentication process, which required a high level of maintenance and was costly to run.

## Requirements

The Trust required a cost effective, remote access solution, which incorporated secure connectivity and strong authentication as standard, to provide strong security and ease of use for employees. In addition, they wanted to accommodate third party access if required; so the solution needed to be flexible in terms of access options and controls.

## Solution

The Trust chose AppGate from Cryptzone from certified partner Network Defence to implement a managed solution using the AppGate Network Security solution with Nordic Edge two-factor authentication. The solution allows secure access to the protected network from a remote device using authentication, encryption and access control.

The AppGate solution uses advanced technology to deliver secure access control that outperforms the old perimeter-based security model. It combines an application layer firewall with device security and a VPN in one easy to use and cost effective solution, providing full control over user access to corporate information and resources.

The solution works in a similar way to SSL VPN solutions, but uses Secure Shell (SSH2) for securely accessing the protected network from a remote device. SSH2 is a recognized standard that is control by an IEFT working group.

The remote access solution includes a range of software clients that provide users with an interface to the organization. These clients range from installable clients for mobile devices, Microsoft Windows, Apple Mac OSX, Linux and Solaris operating systems to client-less solutions that only require Sun Java to be installed on the host system.

The managed service included as part of the solution guarantees remote access is available 24x7 and ensures the Trust's network and data are protected at all times. This allows the Trust's in-house IT resource to focus on delivering core business IT services.

The managed AppGate security server solution is easy to use and enables cost-effective flexible working for staff working off site or from home, with much higher security than before.

A key benefit of the solution is that it provides a robust level of remote access security; it controls user access to protected resources and its powerful and flexible authorization database contains rules for what applications and services should be available to each user. This ensures the Trust has close management over access, giving them the ability to grant or restrict access rights depending on individual needs.

All users now have access to their emails from home, whilst clinical users are able to access clinical-based applications and can carry out other functions of their job remotely, such as prescribing medication. Additionally, the solution is able to accommodate third party access if required by the Trust.

Another significant benefit of the AppGate security server solution is the cost savings it brings to the Trust. The former remote access system cost the Trust approximately £1000 per mobile user as it had to provide each user with a corporate laptop and a costly secure token authentication process. With the managed AppGate solution, employees can use their own personal computers, giving remote access at a fraction of the cost of the previous solution.

Ward Priestman, IT Director at the Trust, said: "Keeping patient information and Trust data secure is of utmost importance and we are always looking for methods to maintain data security. Having worked previously with Network Defence, we know their expertise and knowledge ensures we get the solution that is right for us. We now have a tailored solution, which gives us a cost-effective way to keep sensitive information secure. The new remote access solution means that we can now offer our employees a more flexible approach to working without worrying about whether our data is at risk."

The Trust's deployment of the secure remote access solution is part of their overall strategy to improve data security throughout the organization, reduce IT costs and ease the burden of IT support on the Trust's IT department.

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**Ward Priestman**,
IT Director
Aintree University Hospitals NHS Foundation Trust

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