Case Study: Elliot Health System

User Convenience, Ease of Implementation and Low Total Cost of Ownership Major Benefits of DSGateway™ Deployment

Elliot Health System, the largest provider of comprehensive healthcare services in Southern New Hampshire, needed to move from a token-based security system to a multi-factor system that was easy to deploy and easy to use.   The Elliot Health System technology department supports nearly 3000 users at multiple locations including doctor's offices, inpatient and outpatient centers, a trauma center, and through home-based health services. Thomas Fairfield, a twenty-five year industry veteran with fifteen years of experience with Elliot Health System, led the effort to implement a new authentication solution.

The Problem

As one of the top tier Computerized Physician Order Entry (CPOE) and Electronic Medical Record (EMR) health systems in the country, the award-winning Elliot Health System wanted a security solution to match its state-of-the-art order entry and EMR systems. In addition, all hospitals must comply with the regulatory requirements of HIPAA which means ensuring that each user coming into the system is who they say they are and their access is verified. The technology department wanted to provide this next level of security without burdening the users with multiple passwords and questions.

The existing security solution had 1800 token-based users. Physicians as well as other clinicians and administrators were required to remember passwords for multiple applications as well as their tokens for access to the system. In addition, the majority of users were logging in remotely from a variety of geographic locations using different technology and connections. Not only did the new solution need to include multiple factors for authentication, the use of tokens was a pain point for users as well as the IT department and this needed to be addressed. "Every time a user has to call the Help Desk they get aggravated. We needed a security system that worked well and allowed verified users to get in easily", reported Thomas Fairfield.

The Solution

The major requirements of the new information security solution included an increase in levels of security, improved ease of use, and proven integration within a Citrix® environment. In mid-2010, Mr. Fairfield began a search for solutions that fit with these requirements and pilot tested two options. The Delfigo solution was the clear winner after the pilot test, satisfying all of the technical requirements while clearly enhancing security

Highlights

- Almost 2000 frequent users of CPOE and EMR system
- Required improved, multiple factor authentication system
- Platform implementation completed in two weeks
- Help Desk calls dropped significantly and user satisfaction vastly improved
- ROI in less than one year

through use of keystroke ID, device ID and behavioral parameters for authentication.

A project lead from Delfigo Security was assigned to the installation to serve as a single point of contact for any questions or requirements with responses returned within twenty-four hours from Delfigo's worldwide service organization. The DSGateway platform was installed behind the firewall as required by the IT department and no additional hardware was required. The three hour training session for administration was conducted shortly before going live, and within two months one thousand users had voluntarily switched from tokens to the new DSGateway-based system with an expectation that all users will be off tokens within five months.

The Results

The Delfigo Security solution for Elliot Health System went from a first pilot test to full implementation in a short three months, with the DSGateway platform deployed and fully functional in just two weeks. After going live in the fall of 2010, the call volume to the Help Desk for security issues dropped significantly and user satisfaction increased proportionately. The return on investment for Elliot Health Systems was accomplished in under one year and the annual token distribution and maintenance cost alone covered the DSGateway and services costs.

The focus at Elliot Health System is providing the highest levels of security while helping users to access needed information on their electronic charts and records quickly, and the Delfigo solution was key to providing these benefits.

"When you are dealing with medical records you want to be as secure as possible, and that's why we searched for a multi-factor authentication solution. The Delfigo Security solution was the easiest to implement and integrate with our current systems."
Thomas Fairfield, Manager of Technology, Elliot Health System

About Delfigo Security
Delfigo Security is a leading provider of information security solutions designed to protect against unauthorized access to enterprise or consumer applications. The core product DSGateway™, is a versatile authentication platform that utilizes multiple authentication factors, including keystroke, device, and geospatial identification, to validate the credentials of each user and transparently provide the appropriate level of system access.

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