



# SWISS RED CROSS

Protects Access to Critical Confidential Data with Imprivata OneSign®

## THE BUSINESS CHALLENGE

The Swiss Red Cross (SRC) is part of the international Red Cross network, and is responsible for providing assistance for the elderly, sick and infirm, as well as migrant communities and those in emergency situations both within Switzerland and internationally. The SRC runs a number of institutions to provide blood transfusion services, care and assistance programs, as well as vocational training for the health-care and paramedical professions.

The SRC has approximately 550 staff to support, all of whom require access to confidential data on a regular basis. As an organisation that handles sensitive information in a range of areas, including health data for patients and background information for migrants, SRC had a strict password policy in place for its users. However, this caused problems for users who would sometimes forget their passwords. This led to employees being locked out of applications and having to call the helpdesk to have their log-in credentials reset.



### Before OneSign

- Password policy dictated strong log-ins were used by all staff for applications
- Organisation is covered by extremely strict compliance and governance regulations – SRC's customers, the Swiss Federal Office of Public Health and the Federal Office for Migration – demand the highest security level (level 3) for access to the organisations data
- Any solution chosen had to be simple to manage and provide cost-effective results
- Needed to handle sensitive information from a range of locations around the world

### After OneSign

- OneSign manages – with built-in functionality – SRC's VASCO OTP tokens for greater security
- Strong authentication ensures organisation complies with strict legislation on access control
- Central repository of access requests means auditing and reporting is far simpler
- Using OneSign, the SRC can enable quick and secure access to all staff – regardless of location

Benno Stucki, head of SRC's IT Department, wanted to solve their password problem for the user population, while retaining the strong security policies that the SRC had in place. "Ideally, we wanted to make the log-in process for all our users simpler," said Stucki. "We have a wide variety of users to support, so anything that could make their lives easier. On top of this, any solution would have to be cost-efficient and easy to manage in the longer term."

*“As a not-for-profit organisation, we have to be sure that our investment in IT goes as far as possible. At the same time, we have to make our systems as secure as they can be to protect the sensitive information that we have on file. Using Imprivata, our staff can have secure access to their applications from wherever they are in the world, and we no longer have to worry about managing passwords.”*

– Benno Stucki,  
Head of IT Department,  
Swiss Red Cross

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## THE IMPRIVATA ONESIGN SOLUTION

Working with their partner Netlan AG, a specialist in security solutions in Switzerland, Stucki decided to evaluate single sign-on (SSO) as a way to solve SRC's password problems. Netlan recommended the Imprivata OneSign® Single Sign-On appliance. Following a demonstration of the appliance, Stucki could see the potential that OneSign offered to SRC. "SSO involves replacing all of a user's existing log-in credentials with one strong password. Once the user enters their details, the user is automatically granted access to the applications and data that they are allowed to use," said Stucki. "Imprivata's OneSign appliance was extremely simple to implement, and the Application Profile Generator (APG) made enabling our applications for SSO both easy and fast. After only a day's training, we were able to learn applications ourselves and fully support the appliance in-house."

Alongside OneSign, Stucki chose VASCO Digipass One Time Password (OTP) tokens as an additional security factor. "We selected VASCO tokens to give us strong authentication as they suited us best. The organisation has staff that may be located in developing countries or in regions that have been affected by natural disasters; making sure these employees have access that is secure and simple using OneSign. With the VASCO token, they don't have to use external card readers or have mobile connectivity in order to connect securely as well," said Stucki. "The Vasco middleware is also included within the OneSign appliance, so we did not have to roll out more software or hardware as part of the solution. This made it much easier to implement."

SRC has also implemented the Self-Service Password Reset feature as part of the project. This allows users to reset their password if they forget it, or if they lose their OTP token. "With Imprivata OneSign, we have selected what seems to be the most innovative and the most convenient authentication solution on the market," said Stucki. "Thanks to Imprivata we are able to meet our obligations with respect to access management both efficiently and professionally. For SRC, it is security with an unprecedented ease of use."

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### By the **NUMBERS:**

550 staff, including those located in developing countries or locations affected by natural disasters, using VASCO OTP tokens for secure access

2 weeks to complete implementation

1 appliance to centrally manage both SSO and Strong Authentication

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