

Invensys Rail Locks Down Access Management

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Rail

INTRODUCTION

Invensys Rail, part of the global Invensys Rail Group, is a world leader in advanced signalling and integrated control systems for mainline and mass transit railways. Invensys Rail has been signalling railways for over 150 years, and its products and systems are used by many of the world's major transport networks from simple, single lines to heavy haul freight, inter-city, suburban and urban mass transit railways.



THE BUSINESS CHALLENGE

Each staff member at Invensys Rail uses up to 20 applications daily ranging from legacy systems to Web-based portals. Each application requires individual login credentials, and many applications are also monitored by a timeout procedure requiring the user to log on multiple times per day. As a result of this complex security process, employees regularly forgot their passwords and were locked out of applications, while some wrote down passwords on post-it notes, which put the security of critical data at risk.

Because users were often unable to access systems, employee productivity became a key concern for the business. Each time a user was locked out of an application as a result of a forgotten password or failed login, up to three departments were required to resolve the issue. Over a period of nine months, this process was completed 814 times, equating to 21 password reset cycles per week. John Woodruff, application architect for Invensys Rail, explained, "An IT satisfaction survey showed that our employees' major frustration was remembering multiple passwords for applications; on top of that, passwords were being reset at regular intervals, leading to locked out, unproductive staff."

THE SOLUTION: IMPRIVATA ONESIGN

Invensys Rail researched options to address its access control issues, evaluating both appliance-based solutions as well as software-only offerings. Woodruff favoured Imprivata OneSign, because it is packaged as an appliance, integrates easily, and has the option to add SSO without impacting any other system. In comparison, the software solutions that Invensys Rail had investigated required modification to application structure, which the business would not be able to implement following any major modifications to the IT infrastructure.

Invensys Rail tested Imprivata OneSign by putting the appliance through a proof-of-technology trial to see how it worked within the organisation in terms of Invensys Rail applications and employee workflow. The two month trial involved a number of users across a range of 13 key applications and standard users that demonstrated interest in trying SSO. Demonstrations of SSO with a biometric fingerprint reader were made in IT user group meetings across the country. Participants saw the benefits of Imprivata OneSign, and the business experienced immediate improvements in productivity and user satisfaction. Furthermore, general frustration of users having to log on multiple times per day had also been eradicated, and a 98% positive rating was recorded.

Following the success of the initial trial, Invensys Rail purchased 2,000 Imprivata OneSign user licenses, finger biometrics and single sign-on providing employees across five major UK sites and 11 global satellite sites with improved access to

COMPANY:

- Signalling railways for over 150 years

INDUSTRY:

- Transportation

APPLICATIONS:

- In-house HR system, Corporate Intranet, Expenses, RailSide, Coda, CTSS, DOORS

CHALLENGES:

- Frustrated users
- Overburdened helpdesk
- Complex password reset problem

RESULTS

- Productivity improvements
- No change to application structure
- Access tracking available

BEFORE IMPRIVATA ONESIGN	AFTER IMPRIVATA ONESIGN
Users had to remember login credentials for up to 20 applications, each with its own individual requirements	Users save up to 15 minutes daily
IT helpdesk burdened with password-related issues	Wide variety of applications enrolled are enrolled with SSO, including some legacy terminal-based systems
Unable to report on access events for audit purposes	Organisation is able to track all application access for reporting and auditing purposes

a range of business-critical applications. The initial implementation of 1,500 users took place within just six weeks, minimising disruption to the daily operations of the organisation, while improving security, increasing productivity, and ensuring a quick ROI.

THE RESULTS

Six months after beginning the project, 1,500 users are enrolled in Imprivata OneSign, accessing 15 business applications. The system meets Invensys Rail’s security demands at both internal sites and for remote users, meaning all mobile users benefit from streamlined access.

In addition, mobile users who log on through Virtual Private Network do not have to attach to the SSO server. They can be working from home and still log on and utilise SSO, which is simply cached on the local machine. This means that Invensys Rail not only has control over who is accessing what and when, but can also restrict which applications can be accessed outside the walls of the office building. This creates an additional layer of security to meet the businesses demands.

Invensys Rail also implemented a self-service password reset capability through the Imprivata Platform: if users forget their initial login credentials, they are able to answer a series of pre-defined questions to regain access to their user account. This reduces the time that the user is locked out from the application and minimises the need for helpdesk calls.

“Some of the features of SSO resounded well with us immediately. The self-service password reset feature means users can put in information about themselves, and use that private information to retrieve a lost password. If they forget their password, they can go in via a webpage and get reminders by providing answers to three questions, meaning they don’t have to make an IT helpdesk call,” explained Woodriff.

Imprivata OneSign is shipped as a hardware appliance pair with two devices that can be linked together to provide redundancy should one box fail. Invensys Rail has installed one appliance at its headquarters in Chippenham, UK, and another appliance for failover at Invensys Rail’s disaster recovery site in Euston, central London. In the event of failure in the primary appliance, service is automatically diverted to the secondary system. If a complete network failure occurs, Imprivata OneSign’s ability to work in ‘offline’ mode will maintain a continued SSO service, restoring details to the appliance when the connection is reestablished. The offer of a continuously available secure network allows Invensys Rail to ensure control of access management constantly, meeting the demands of the 24-hour business environment.

“At Invensys Rail, we had looked at a number of single sign-on solutions over the years, but they all seemed to solve only one part of the problem. We had many legacy applications as well as Web-facing portals, and required a solution that did not require complex modification to the application structure.”

*-John Woodriff
Application Architect
Invensys Rail*

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