

# Barmherzige Brüder secure remote access and sensitive data with IDENTIKEY and DIGIPASS technology

The computer center of the Barmherzige Brüder Austria is the central ICT service provider for eight hospitals, three residential and nursing homes, and a spa/health center in Austria. Together with the IT departments at each site, the central data center provides IT services that support hospital management and operation processes for a total of 5,500 end-users. In order to secure its sensitive data and confidential records and to make them remotely available, the Barmherzige Brüder implemented an authentication solution with one-time password technology using VASCO's DIGIPASS and IDENTIKEY server.



## BARMHERZIGE BRÜDER ÖSTERREICH

The IT services amongst others include the management of the nationwide WAN of the Barmherzige Brüder, the availability and management of central storage systems for all patients and administrative data and a central service desk to support the local IT departments. Since the end of the 1970s, the data center also manages the 'Krankenhaus Informations Systems (KIS)' (Hospital Information System) and the archive for all image and medical systems containing and producing patient data. The central support infrastructure such as the Citrix farm, the virtual server infrastructure and secure e-mail and Internet connections are managed by the data center.

The business critical applications of the Barmherzige Brüder Austria are made centrally available. Many employees in the various facilities need reliable remote access to the data center in Eisenstadt.

### SENSITIVE DATA NEED SPECIAL PROTECTION

Data are sensitive by nature in the health sector. As a result, secure access is a must. In order to achieve this, the Barmherzige Brüder already implemented an authentication method using one-time passwords. IT staff and technicians who are on call, managers on business trips or employees in training use an authentication device to generate one-time passwords. One-time password technology also enables external staff to access applications in the data center for system maintenance purposes and specialized physicians are able to view reports allowing them to assist their colleagues in emergency situations.

When the existing solution needed to be upgraded, it became apparent this would require additional hardware investments and a more powerful and efficient central authentication server. It also became clear that the upgraded solution did not support authentication by SMS; an option the Barmherzige Brüder wanted to offer its employees. Furthermore, the organization wanted

a long term solution whereby the authentication devices wouldn't need to be replaced after a predefined amount of time.

Taking all this into account, the organization sought advice from its partner Controlware, a system integrator and IT services provider. Following their suggestion, the Barmherzige Brüder decided in 2009 to migrate to VASCO's IDENTIKEY Server and DIGIPASS authentication devices instead of carrying out an upgrade of their existing system.

### SEAMLESS INTEGRATION

IDENTIKEY is a central authentication server that requires limited resources from the underlying hardware. With its RADIUS, Web, and SOAP interfaces it can seamlessly be integrated into an existing infrastructure. The data storage can be integrated with Active Directory or ODBC databases. LDAP lookup in Active Directory, ADAM and eDirectory is possible. The administrator has a single console for authentication, user management, DIGIPASS management, delegated administration, multi-domain support, auditing and reporting.

The transition was made easier because the Barmherzige Brüder did not need to replace all existing authentication devices which have a license period of 24 to 48 months - at once. The IDENTIKEY Server could be installed in parallel to the existing solution and now serves as the central server for authentication. If a user uses his DIGIPASS, the authentication is done immediately. For the old authentication devices, the authentication request is forwarded to the appropriate server. These older authentication devices have a license period for 24 or 48 months and can still be used till the end of their term thanks to the parallel system.

Early 2010, about seventy users already authenticated using DIGIPASS GO 6, which produces a one-time password at the push of the button. The about 120 other users continue to use their existing authenticator, which will be replaced by a DIGIPASS on the expiration date. In addition to DIGIPASS GO 6, the Barmherzige Brüder also want to use Virtual DIGIPASS allowing the transmission of a one-time password by SMS. Due to Austrian topography receiving an SMS



is not guaranteed everywhere, as a result this technology has not yet been deployed.

## INSTALLATION IN HALF A DAY

"Together with Controlware we have installed the VASCO solution within half a day including the connection of our existing authentication server," said Dietmar Trattnig from the Barmherzige Brüder Austria data center. "Setup and configuration were quite easy, and also in operation the administration is much easier than what we were used to."

Also on the financial side the combination of DIGIPASS and IDENTIKEY is beneficial. "Our solution today is significantly cheaper than the previous one," said Dietmar Trattnig. "We no longer need to order new equipment every 24 or 48 months, we can use our DIGIPASS until the battery is empty - and that takes significantly longer than before."

## Objective

A gradual replacement of the existing one-time password authentication solution to secure remote access. The new solution must support authentication via SMS.

## Challenge

When deploying the new solution, the existing authentication devices from the previous system still needed to function until their 'end of life'. This would require a seamless integration with the existing authentication server.

## Solution

The Barmherzige Brüder decided against the upgrade of their existing solution and chose for the combination of VASCO's IDENTIKEY Server with DIGIPASS. IDENTIKEY authenticates all DIGIPASS users and forwards all other authentication requests to the appropriate server. Gradually, the older devices will be replaced by DIGIPASS.



## About the Barmherzigen Brüder in Austria



Worldwide, the Order of the Barmherzige Brüder is represented in about 50 countries with over 300 institutions in the health and social services. The Order is active on all five continents with around 45,000 people and about 7,000 volunteers. They help over 20 million people per year regardless of their religion, age, origin or social status. The Order manages hospitals, specialized facilities, institutions for the elderly and disabled, professional schools and various projects in the field of psychiatry, social projects and drug therapy. In Austria the Barmherzige Brüder have about 5,500 full-time and part-time employees, almost 127 000 patients in the hospitals and about 5,300 people in the nursing and care homes. This corresponds with about 1.14 million nursing days.

## About Controlware GmbH



Controlware GmbH, Dietzenbach, is one of the leading independent system integrators in Germany. Founded in 1980, it supports its customers with complete solutions and services in information technology. The portfolio ranges from consulting and planning through installation and maintenance to management, supervision and operation of customer networks through its proprietary Customer Service Center. The core business activities of Controlware include communication solutions, information security and physical security, IT Management and Application Delivery. The subsidiaries from Controlware are Control Networkers AG, ExperTeach GmbH and Productware GmbH.

## About VASCO

VASCO is a leading supplier of strong authentication and e-signature solutions and services specializing in Internet Security applications and transactions. VASCO has positioned itself as global software company for Internet Security and designs, develops, markets and supports patented DIGIPASS®, DIGIPASS PLUS®, VACMAN®, IDENTIKEY® and aXsGUARD® authentication products. VASCO's prime markets are the financial sector, enterprise security, e-commerce and e-government.

[www.vasco.com](http://www.vasco.com)

### BRUSSELS (Europe)

phone: +32 2 609 97 00  
email: info-europe@vasco.com

### BOSTON (North America)

phone: +1 508 366 3400  
email: info-usa@vasco.com

### SYDNEY (Pacific)

phone: +61 2 8061 3700  
email: info-australia@vasco.com

### SINGAPORE (Asia)

phone: +65 6323 0906  
email: info-asia@vasco.com