

# Cloud-based Multi-Factor Authentication provides scalability and reliability in the healthcare industry's hour of need

The pandemic has put every industry under pressure, with the world being driven online and organisations having to keep going under a variety of different guidelines due to social distancing. Nowhere has seen more impact and strain than the healthcare industry. As a managed service provider offering hosting, compute, unified communications, connectivity and cyber security services across government, public sector and the private sector, with a particular focus in healthcare, Redcentric has worked to help alleviate that strain. As the pandemic forced a majority of people to work remotely, the company became inundated with requests from current, new and returning customers for increased and secure connectivity solutions no matter where its employees worked.

## The Challenges

The transformation overnight from office-based to remote working meant that the managed service provider had to scale its connectivity solutions at a moment's notice. On top of that, healthcare is an industry that is heavily regulated and contains highly sensitive data. While it was one of the first companies to deliver authenticated solutions securely to customers operating in the office or site through its existing relationship with Thales, the pandemic and social distancing changed the game.

As such, the provider was faced with delivering a solution that could be scaled up as necessary to cope with increasing demand from customers, whilst meeting compliance issues on protecting access to sensitive services and information in a socially distanced setting. This was a pressing issue due to the increased risk associated with remote working and employees accessing the system outside of the traditional network perimeter. While able to effectively meet customers' increased connectivity needs, Redcentric needed an authentication solution that was flexible and reliable in this digital-first world.

Another key challenge that arose was the issue of cost. Previously operating on pre-paid model for its authentication service, the company that has built up extensive healthcare experience faced a dramatic increase in upfront costs to scale its service each time customers requested multiple further product licences. This would become an issue due to Redcentric's customers paying for its services on a monthly basis, leaving the company being hit with large costs with minimal immediate financial return.

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## The Solution

In order to address the need for a solution that could meet pressing customer demands, Redcentric turned to its existing partner Thales. The two companies have partnered together to deliver an established connectivity and authentication solution across the last 15 years.

Redcentric approached Thales with the challenge of meeting its need for an instantly scalable and reliable solution, while addressing the price point too. Having been partners for 15 years, it knew Thales had the capability to increase the scalability of its service, having chosen the company due to its ability to meet its anticipated future digital needs. Thales was able to scale its cloud-



based Access Management and Authentication platform, SafeNet Trusted Access, authenticating all software and cloud applications across multiple platforms and devices, plus provide the widest range of authentication methods on the market today. SafeNet Trusted Access is an access management service that combines the convenience of single sign-on with powerful authentication capabilities. By validating identities, enforcing access policies and applying smart single sign-on, organisations can ensure secure, convenient access to numerous cloud and web-based applications from one easy-to-navigate console. Redcentric utilised the usage based billing model, as well as the platform's multi-tenant multi-tier architecture, in order to address the need for an agile service. This was enabled through a reduction of admin, while also addressing cash-flow challenges with the previous pre-pay model by providing consistent and easy to manage service costs.

"Having a successful long-term partnership in place with Thales made the decision easy to approach them with our rapidly changing circumstances," said Sean Paxton, Product Manager, Redcentric. "When we started out all those years ago, we anticipated the need for increased flexibility and security in the healthcare industry. We identified Thales as the right partner to help futureproof our solutions due to its cloud scaling capabilities and outstanding reputation in data protection and access management. With the SafeNet Trusted Access baked into our existing products, our customers now have the peace of mind that they can access services securely, wherever they are."

## The Results

With an agile and affordable product, Redcentric was able to massively up-scale the delivery of its solutions to meet the demand created by the pandemic. Through its existing cloud-based solution, Thales met any scalability request head on, contributing to an increase in sales for the service provider.

"Thales has been a fantastic partner to work with in our goal to support the healthcare industry during this unparalleled time, Sean continued. "We need solid suppliers to ensure we're able to deliver the best solutions to our customers, it's not a one-way street and we need a partner to make this work and Thales is definitely that. They took everything in their stride and delivered not only the scalability we needed, but more importantly the reliability we strive for too. We pride ourselves in delivering best in breed to our customers and with Thales' outstanding solution matching its reputation, we've developed a partnership that enhances the relationship we have with our customers."

Working across healthcare organisations across the public sector, including NHS Trusts such as NHS South, Central and West Commissioning Support Unit, private sector and charities, Redcentric is delivering scalable, reliable and secure connectivity and remote access solutions to fit the modern remote working era. As a result of the successful partnership extension, the provider is also planning to integrate Thales's authentication platform into other products and services.

## Our Innovation

SafeNet Trusted Access is designed to help companies not only survive but thrive in this digital-first world. The innovation of this service for Redcentric is in delivering the scalability to meet customer demands at a moments' notice, a key characteristic in this current era. The usage-based billing model also enables the provider to grow as an organisation and gain customers as quickly as they can, without compromising their business model. In effect, it reduces admin, in turn improving efficiency and cost, while enabling businesses to overcome cash-flow challenges associated with pre-pay models.

## About Thales

The people you rely on to protect your privacy rely on Thales to protect their data. When it comes to data security, organisations are faced with an increasing number of decisive moments. Whether the moment is building an encryption strategy, moving to the cloud, or meeting compliance mandates, you can rely on Thales to secure your digital transformation.