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Finance technology vendor

Overview

Company: A finance technology vendor who connects 50-100 times per day with over 500 customers.

Challenge: In the past, they used a client-provided VPN that was not secure enough to meet regulatory compliance and security standards. "[VPN] wasn't secure," said Lindsey, Support Manager.

Solution: The company has been using SecureLink for 7 years, which includes using SecureLink with their propiertary custom-built software.

Key Benefits

- **Anytime Connections -** Provided faster resolution and access to critical applications since they no longer had to wait on the clients to provide access: "We offer emergency after-hours support, so having the ability to connect to our clients anytime (without contacting IT) is one of the biggest advantages."

- **Audit Trail -** Easily met audit requests and compliance mandates with comprehensive audit reports. "Being able to help customers when they're going through audits is a big advantage, especially in today's day-and-age where being compliant and certified is so important."

- **One Platform -** Standardized and simplified the process of managing and supporting remote access. "The biggest difference with how we connected with clients before is having everything in one place and being able to get on one client Gatekeeper and being able to easily find and access all our servers from there."

Benefits	Problem and Solution	Impact
Reduce expenses related to VPN and other remote support technologies	**Problem:** Supporting multiple, varying technologies to access customers is time-consuming and can be expensive. **Solution:** SecureLink provides the power of direct network access without requiring the expensive infrastructure changes or the additional time required to support it. The ease of SecureLink implementation allows IT staff to focus on other priorities.	*"Our IT staff was double what it is now partly because they had no choice but to be client-facing to help set-up client connections... now IT is purely internal."* *Reduced time spent managing and setting up client connections by 90%.* *Reducced IT staff by 50%.*

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Benefits	Problem and Solution	Impact
Reduce support time spent tracking and managing remote access information	**Problem:** Shared accounts require intense IT oversight to ensure rotation of passwords, updating and maintaing of logs, and other maintenance tasks which can be tedious and intensive. Individual accounts also require time to manage, including providing support user lists on a 30-90 day basis. **Solution:** SecureLink manages remote access with minimal IT involvement thanks to Active Directory/LDAP integration. Gatekeeper adds additional ease to the IT role because it enables seamless, and when necessary, automated collaboration with customers.	*"What SecureLink does nicely is allow us to create groups in Gatekeeper for subsets of our clients who require special clearance, which is much more secure than before [VPN] where it was largely based on the honor system."*
Improve ability to meet and demonstrate customers' security and audit requirements	**Problem:** Customers are increasingly subject to higher security standards, and demonstrating adherence to compliance standards can be time-consuming and the added time contributes to lost revenue opportunities. **Solution:** SecureLink provides high-definition network security auditing beyond federal vendor access requirements. SecureLink provides multiple levels of identification and authentication, agency defined access and control, comprehensive IT security audit reporting, and real-time monitoring capabilities for every remote support sesssion (including FIPS 200, 140-2, 197, NIST SP-800, HIPAA, SOX, Gramm-Leach-Biley, PCI DSS, etc.).	*After implementing SecureLink, the finance technology vendor stated, "it has become part of our selling point for customers to [offer] control over our security and that they don't have to rely on us for that information, which is a huge benefit."*

Benefits	Problem and Solution	Impact
Improve customer satisfaction by improving availability of critical applications	**Problem:** Customers often get frustrated with slow time to resolution and a lack of adequate communication about access. **Solution:** SecureLink ensures quick, and often immediate, vendor access, as well as automated email notifications to customers with access logs and summary reporting. Further, the SecureLink Robot and Alerts enable additional granular task automation, monitoring, and alert services.	*The finance technology vendor felt that customers appreciate being able to manage things themselves via the Gatekeeper and run their own logs.* *"Before, if something went wrong at 3 a.m. and IT wasn't available, we were simply out of luck, whereas now we can take care of it immediately."*

Source: Hobson & Co. (2018, July). The Case for a Proven Remote Access Platform.

About Imprivata

Imprivata, the digital identity company for healthcare, provides identity, authentication, and access management solutions that are purpose-built to solve healthcare's unique workflow, security, and compliance challenges.

For more information, please contact us at 1 781 674 2700 or visit us online at www.imprivata.com