



Greater Baltimore Medical Center

GBMC wanted to make it easier for physicians, nurses and other employees to access enterprise applications without having to remember multiple passwords. After launching a Novell® identity management solution, GBMC now provides single sign-on to frequently used applications, which increases security, as well as maintains compliance with HIPAA requirements.

Overview

GBMC includes Greater Baltimore Medical Center (GBMC), Central Maryland's leading community hospital; Hospice of Baltimore; and the GBMC Foundation. The 292-bed Medical Center, located on a beautiful suburban campus, serves nearly 22,000 inpatients annually and provides approximately 60,000 emergency room visits.

Challenge

At GBMC, employees were required to log in to multiple applications throughout the day, each with a different password. Users became frustrated trying to remember passwords and the Help Desk received approximately 800 password-related requests per month. Providing single sign-on to applications would eliminate user frustration, as well as reduce support time and costs. It would also minimize lost productivity since employees could reset passwords without making a call to the Help Desk.

Protecting confidential patient information was also a challenge. Many of the clinical users utilized a generic "workstation" login to gain access to various applications. Application auditing could be performed effectively,

but the ability to track workstation usage as well as Internet usage was limited. Implementing a single sign-on and identity management solution would help GBMC increase security and improve compliance with HIPAA requirements.

Solution

GBMC set up a selection committee to evaluate several single sign-on and identity management vendors including Imprivata and Sentillion before selecting a Novell solution based on Novell SecureLogin and Novell Identity Manager. Additionally, GBMC opted to utilize Novell ZENworks® to assist with the single sign-on deployment, as well as to manage and secure its desktops.

"Novell provided a comprehensive single sign-on and identity management solution that allows us to do everything we want to do," said Pat Duty, Desktop Manager at GBMC. "We were able to implement these solutions without having to purchase additional hardware."

GBMC worked with Trivir, a Novell Gold partner, to implement Novell SecureLogin and create single sign-on capabilities to a

GBMC at a glance:

Large medical center serving Central Maryland

■ Industry:

Healthcare

■ Location:

United States

■ Solutions:

Novell Identity Manager

Novell SecureLogin

Novell ZENworks

■ Results:

- *Provided single sign-on to key enterprise applications*
- *Increased security and ability to comply with HIPAA requirements*
- *Reduced personal visits to end-users*

"Providing a single sign-on solution strengthens our HIPAA compliance because we can track how and when users are accessing our clinical systems. With Novell SecureLogin, users can also access applications easily and securely while working from home."

Pat Duty

*Desktop Manager
GBMC*



“We estimate that our Novell solutions will pay for themselves within a short period of time. We’re also anticipating more than a financial payback, as the end result will be happier, more productive physicians, nurses and other employees.”

Pat Duty
Desktop Manager
GBMC

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variety of applications including MEDITECH, Lawson HR and Lawson Materials modules, Kronos, Novell GroupWise®, Microsoft* Active Directory*, Citrix* and the hospital’s radiology system. Now users can access these applications with a single ID and password. If they forget a password, they can use password self-service to reset it.

“Novell provides the best identity management solution for enterprise applications,” said Bill Violette, a partner at Trivir. “We eliminated the problem of having a generic login to applications at GBMC, which dramatically improved security and compliance.”

GBMC implemented Novell Identity Manager to synchronize user information among its directory services. Going forward, GBMC plans to integrate with the Lawson HR system as the authoritative source of user identity information. This implementation opens the door for Novell Identity Manager to automatically synchronize HR changes throughout other systems, eliminating the need for manual updating.

“One of our security officers spends most of her time updating systems with the daily hire, transfer and termination reports from the HR system,” said Duty. “Novell Identity Manager can automate this process, and eliminate a high percentage of the manual effort associated with maintaining accurate user information.”

GBMC also uses Novell ZENworks to manage and support its 3,000 workstations from a central location. The IT staff can deliver applications faster to specific groups of

users, without the analysts having to leave their desks.

“Novell ZENworks is a time-saving tool,” said Duty. “With so much for us to do, the ability to remotely update and troubleshoot workstations allows us to work smarter and more productively. Our IT staff members are more efficient because they no longer have to spend a large portion of time away from their computers.”

GBMC replaced its Microsoft Access* inventory database with Novell ZENworks Asset Management to get a real-time view of its inventory. The IT staff refreshes 500–700 PCs a year and needs accurate details on software, hardware and peripherals.

Results

Implementing Novell SecureLogin allowed GBMC to give its users single sign-on to applications, which reduced user frustration and increased security. The ability to track usage based on identity helped the hospital to better comply with HIPAA requirements. Password self-service has already reduced help desk calls by approximately 70 percent.

“Trivir had the right expertise to implement our Novell single sign-on solution,” said Duty. “They were completely dedicated to this project and a big part of our success to date.”

“We estimate that our Novell solutions will pay for themselves within a short period of time,” said Duty. “We’re also anticipating more than a financial payback, as the end result will be happier, more productive physicians, nurses and other employees.”



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