

EVERY YOUNG PERSON MATTERS

Greater Merseyside Connexions Case Study:
Secure access to central information for mobile workers.



is a key element in the UK government's social policy, providing front line support services to young people in England aged 13 to 19. Personal Advisors bring together advice and resources from a number of agencies to help young people make a smooth transition into adult and working life.

Practical assistance ranges across educational choices, careers and personal development as well as guidance on drug abuse, sexual health and homelessness. Success is calculated with the yardsticks that measure a better society.

The communities in the Greater Merseyside area are served under the programme by the 650 staff at the Greater Merseyside Connexions Partnership, one of 47 such companies across the country. The organisation is spread across 40 locations but also through outreach visits by Personal Advisors who may be on site at schools, community centres, libraries, colleges – wherever they meet with the young people.

Facing up to the challenge

Greater Merseyside Connexions knew their Personal Advisors could be more effective when supported by access to up to date information. These mobile workers needed remote access to centrally held, up-to-date information but, given the high sensitivity of the information, there was no room for compromise on security. To ensure delivery of the best service, Mike Hughes (ICT Manager) and his team looked for the right solution which would also eliminate the concerns they had about the escalating ongoing costs of their current solution.

To ensure the level of security required, they looked for a solution which would not only require a password but also used a physical token, something the user possesses which is unique to them, thus giving 'two-factor' authentication.

Other aspects to take into consideration were ease of use for the Personal Advisors and not placing unnecessary strain on the resources of the IT team who already manage a large infrastructure.

“ Our Personal Advisors need to have access to sensitive client data from many locations, with adequate measures in place to address potential security risks. They often need up-to-date information at a moment's notice, so secure access also has to be easy access.

Mike Hughes, ICT Manager, Greater Merseyside Connexions



The Solution

Working with their long-time partner, Servo, Greater Merseyside Connexions found that the identrica managed service would deliver exactly what they needed – a fully productised, robust, two-factor authentication solution, using the user's mobile phone as the 'token'.

"Once we'd seen identrica, the evaluation process was quite simple" said Mike Hughes, ICT Manager "The business demanded it and the identrica product matched our requirements very closely. We were able to progress rapidly".

They ran a short pilot with 10 users which they then rolled out to 80 people, while taking up user feed-back – all of which was positive. The most difficult issue they faced was people not knowing their own mobile phone number. (They soon learned it!)

Challenges:

- No compromise on security for remote access
- Predictable costs
- No increase in workload for IT resources

Solution:

- identrica managed service
- Utilising users' mobile phones
- Pilot and staged roll out

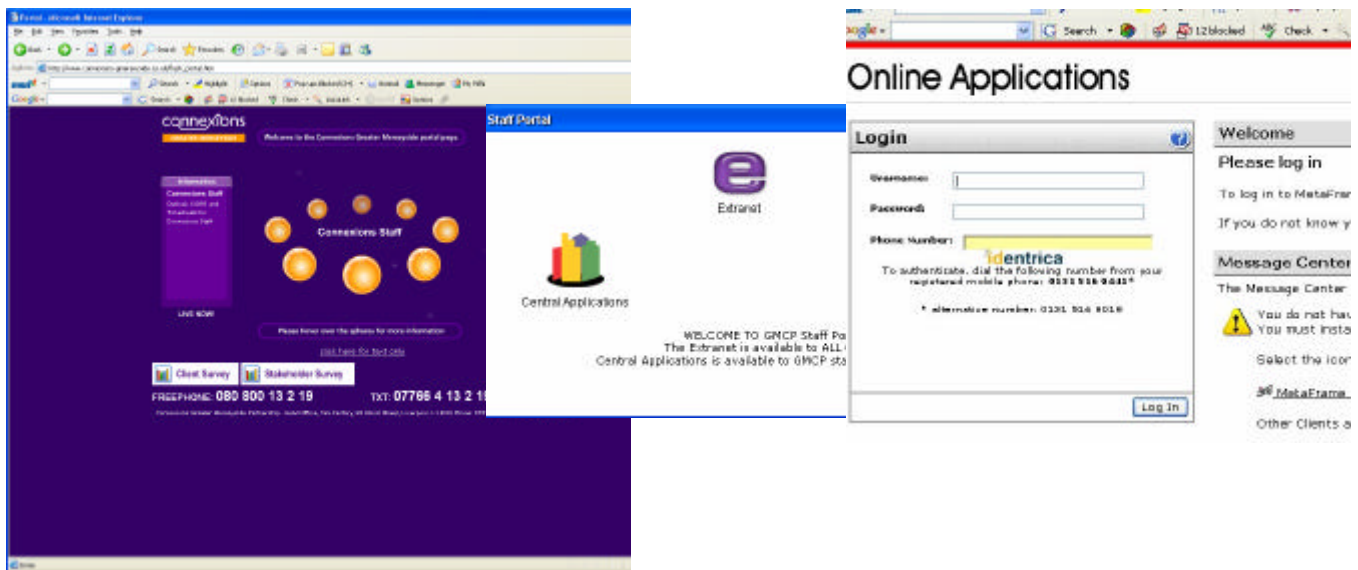
Key Benefits:

- Secure remote access from any location
- Ease of administration
- Ease of use
- Minimal in-house IT resources required
- Budgetable annual user cost with no surprises!

Infrastructure:

- Citrix Web Access Gateway V4.0, registering users with identrica

Greater Merseyside Connexions now have 500 users on the identrica service. They also anticipate that identrica is a framework which will support their future strategies. Additionally, it may be part of plans to share information with other organisations.



“ The identrica solution offers a uniquely innovative means of managing our costs and our security needs. The company and the product have proved they can deliver on their promises. Our policies require us to review technologies from time to time but I don't currently see anything that would move me from identrica.

Mike Hughes, ICT Manager, Greater Merseyside Connexions ”

identrica

simple, secure, affordable authentication

identrica Ltd., Cipher House, Silver End, Olney, Bucks, MK46 4AL
T: +44 (0)1234 714138 F: +44 (0)870 0529238 E: info@identrica.com