

Quest Provides Healthy Solution to Help Rotherham PCT Remove IT Security Risks and Achieve Full ROI in Eight Months

Rotherham Primary Care Trust (PCT) provides primary health care services to around 250,000 U.K. residents. Having previously worked with Quest to successfully deploy Windows and Exchange, Rotherham PCT turned again to Quest for help with identity management.

The Challenge

Rotherham PCT faced multiple identity management challenges. The first was security, as it became evident (through the trust's use of Quest's Recovery Manager for Active Directory) that the number of registered active users was in excess of the number of people listed in HR's records. This disparity was primarily due to a lack of formal notification regarding people leaving the organisation. With the imminent threat of an IT security breach, Rotherham PCT knew that urgent remedial action was required.

Another challenge was the creation of new user accounts as people joined the trust. Rotherham PCT was using an elaborate paper-based process which took between five and ten days to create a new user account. To make matters worse, the process failed up to 30 percent of the time, resulting in further delays in account creation. As a project led-organisation, the trust offers a significant volume of short-term employment, with up to 300 new people starting each year, and up to 30 new people at the same time. Delays of this scale were far from ideal and Rotherham PCT recognised that such a cumbersome, time-consuming, ineffective, error-prone manual process needed to be addressed by an automated approach.

An additional identity management challenge arose from the trust's migration of its HR systems to the Electronic Staff Record (ESR) system. The National Health Service (NHS) introduced the mandatory ESR solution — one of the world's largest IT implementations — for all 600-plus NHS organisations in England and Wales to create a national, integrated HR and payroll system. Like a number of NHS trusts, Rotherham PCT was running a Windows Active Directory (AD) environment. The solution to address the trust's identity management issues and reduce the risk of IT security breaches not only needed to integrate with the new NHS HR and payroll system, but also needed to automatically provision AD using the master data from the ESR.

The NHS's IT organisation, Connecting for Health, had commissioned the development of a Novell-based identity management product, which all the NHS organisations were encouraged to implement in line with their ESR deployments. Taking this approach would have required the implementation of Novell's directory services to run alongside AD. This would have increased licence and support costs, as well as maintenance effort, which did not make sense to Rotherham PCT, so an alternative AD-centric solution was sought.

The Quest Solution

Following its successful deployment of Windows and Exchange using Quest solutions, the trust naturally considered Quest again in its search for an identity management solution, along with two other vendors. A demonstration of the Quest products presented Rotherham

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— Derek Stowe
Technical, Network & Security Manager
Rotherham Primary Care Trust

OVERVIEW

Headquarters

Rotherham, England

Services

Healthcare - National Health Service (NHS)

Critical Needs

Identity management solution to automatically provision Active Directory from HR and payroll system

Solution

ActiveRoles Server, with Quest Connect add-on

Results

- Reduced risk of IT security breaches through automated user provisioning
- Reduced time to create new user account by over 92 percent from six staff-hours to 30 minutes
- Eliminated new user creation delays affecting 30 percent of customers
- Reduced volume of paper flowing through the trust
- Enabled IT to offer a better service in other areas, as a result of time savings for probable reduction in downtime and more satisfied customers
- Delivered immediate ROI, and 100 percent POI expected within eight months

CASE STUDY

PCT with a solution that offered the functionality it needed, from a vendor it trusted. With approval from Connecting for Health, the trust purchased ActiveRoles Server from Quest, with the ActiveRoles Quick Connect add-on application.

ActiveRoles Server enables automatic provisioning, re-provisioning and, more importantly, de-provisioning of users quickly, efficiently and securely in Active Directory, AD LDS (formerly ADAM) and other environments. It provides strictly enforced, role-based security, automated group management, and change approval management through an easy-to-use web interface. Its self-service model allows for practical user and group lifecycle management in Windows-based organisations. The Quick Connect add-on would enable the integration with ESR, as it provides integration with data sources, such as HR and ERP systems or Microsoft's Identity Lifecycle Manager 2007 (formerly known as MIIS), so that AD and other resources can be updated automatically, streamlining data entry. Data entered into the trust's ESR would be automatically reflected in AD, eliminating costly data entry errors and duplication of effort, and saving valuable time.

Implementation was completed at the end of November 2007.

The Bottom Line

The identity management solution from Quest has addressed Rotherham PCT's primary concern – security. "By automating the provisioning of user accounts, we have seriously reduced the risk of IT security breaches," explained Derek Stowe, Technical, Network & Security Manager, Rotherham PCT. "Automation has removed the error-prone element of a manual approach, which takes pressure off HR, and ensures that as people leave the trust, their user accounts are truly deleted."

The automation of new user account creation has delivered time savings of at least 92 percent. "With 200 to 300 new employees joining the trust each year, the time savings we've realised have been enormous," noted Stowe. "Our Quest solution has reduced the time to create a new user account from six staff-hours — over five to ten days of elapsed time — to fewer than 30 minutes."

Automating the previously manual user creation process has also eliminated delays and reduced the amount of paperwork moving through the organisation. "The delays that up to 30 percent of our

new users experienced when the manual process failed, are now a thing of the past, thanks to our Quest solution," commented Stowe. "Far less paper is moving around the organisation, and we are greener as a result."

The time savings provide the trust's IT team with more time to focus on delivering a better service to its customers. "We now have time to work proactively to help prevent unplanned outages," said Stowe. "Not only do we expect to see a significant reduction in downtime levels, and therefore more satisfied users, we are performing more interesting work, which is good for the team's morale."

Rotherham PCT expects to see a full return on its investment in Quest within eight months. "Whilst you can't put a price on security, ROI was evident as soon as the implementation was complete, and we expect the software to have paid for itself in six to eight months," added Stowe. "The Quest solution works so well for Rotherham PCT, that I have no hesitation in recommending this approach to any other NHS organisation using ESR and AD."

The trust talks very highly of the team at Quest. "You couldn't work with a nicer bunch of people," said Stowe. "Nothing is a problem; the couple of issues we had were resolved immediately – we really couldn't wish for a better service."

About Rotherham Primary Care Trust

Rotherham Primary Care Trust (PCT) provides primary care services to around 250,000 residents. Its aim is to improve the health and well being of the people of Rotherham and to improve health services. Rotherham PCT provides services from around 80 sites, including hospitals, hospices, clinics, GP surgeries and health centres.

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