

# Case Study

# MonashHealth

## About MonashHealth

Large and diverse Australian health care provider with over 50 locations and a user base of 14,000 users across these locations. They are subject to both US (HIPAA) and Canadian (PIPEDA) regulations with regard to the protection of personally identifiable information.

Monash Health uses PortalGuard to replace an aging 2FA software application while maintaining HIPAA compliance and addressing a growing issue with helpdesk calls for password resets.



## Specific Pain Point

Monash Health needed 2FA for Outlook Web App (OWA) and other internal applications that would also maintain full HIPAA compliance. Additionally, the IT department was looking to reduce the yearly average of 36k password related helpdesk calls.

## Existing Challenge

Monash Health was using a Two-factor Authentication (2FA) solution with poor technical support from the managing company. This solution provided login protection to their 14,000+ user base – a significant amount of importance was placed on this solution, and they required availability of dedicated support when needed.

Monash Health primarily used 2FA login protection for Outlook Web app (OWA) across a wide variety of platforms (such as desktop, mobile, and laptop). Additionally, Monash Health needed to be sure that any 2FA solution to replace their existing one would provide the ability to customize various options such as: how users received one-time passcodes (OTPs) from the 2FA source, as well as the formatting requirements of the login and OTP passwords (specific length and character construct). This requirement was brought on by the need to maintain HIPAA compliance for operational purposes.

In addition, Monash Health also needed a Self-service Password Reset (SSPR) solution that would allow for the reduction of password related Help Desk Calls, which averaged at around 3,000 calls per month.

## Customer Profile

### Industry:

Healthcare

14,000+ Users

### Location:

Australia

### Top Applications Used:

OWA, Citrix Xenapp, Netscaler

# The PortalGuard Resolution

## A Customizable Boost to Login Security and Compliance Adherence

PortalGuard's secure 2FA functionality provides Monash Health with over a dozen flexible OTP options. These options include SMS text, Voice Call, Google authenticator, Printed OTPs, Help Desk, PassiveKey®, Email and the proprietary PortalGuard Password Reset Application which also continuously generates unique OTPs. For instances where users may forget their hardware tokens or otherwise be unable to receive an OTP via their typical delivery method, PortalGuard's 2FA also allows Monash users the flexibility to receive an OTP in another manner. When coupled with the flexibility of setting password format requirements and expiration policies, PortalGuard provides Monash with the compliance framework they need without sacrificing end-user adoption and usability. HIPAA spells out acutely specific requirements with reference to Personally Identifiable Information (PII). In particular, the HIPAA privacy rule requires that particular technical safeguards (as per the Electronic code of Federal Regulations, section 164.312) be in place to protect the privacy of personal health information for individuals. These include – but are not limited to – access control, unique user identification, encryption, auditing and implementation requirements. By communicating directly with the on-premises installation of the PortalGuard Server, each OTP method is usable by Monash Health and various end-users without becoming out of compliance with this national standard. PortalGuard specifically addresses the following requirements listed by the HIPPA Privacy Rule:

- 164.312(a)(1)
- 164.312(a)(2)(i)
- 164.312(a)(2)(iii)
- 164.312(b)
- 164.312(d)
- 164.312(e)(1)

## Reducing Password Related Help Desk Calls with SSPR

The PortalGuard Self-service Password Reset (SSPR) solution exists on the same server and fully integrates with the full range of 2FA support that enables Monash to increase general login security while maintaining compliance. In addition, SSPR also provides end-users with an easily manageable method of resetting passwords without needing to reach out to the local Help Desk. For example: PortalGuard Desktop Password reset provides users with the ability to reset passwords from the login screen on any machine. The entirety of PortalGuard is also available for access across a wide range of devices – including desktop, mobile, tablets and laptops. This not only meets Monash Health's requirement for solution functionality and availability, but also provides end-users with more avenues for password reset – even leveraging the mobile application for easy access and immediate effect.

## What Did We Do to Address the Pain Points?

Both the 2FA solution and the SSPR integrated through PortalGuard provided Monash with a mature, affordable and easy to deploy solution that is able to effectively scale to meet changing customer and/or end-user headcount. Additionally, both the 2FA and SSPR solutions provide a great deal of flexibility and a very granular level of customization to make sure that compliance considerations are met.

Forrester Research estimates the cost for each helpdesk call at \$25 per occurrence. Taking a very conservative estimate that our SSPR solution was able to decrease their password reset calls by 20% annually, Monash Health is realizing savings well in excess of \$75k per year - making the financial payback on the purchase in less than a month.

## The Technical Approach

- PortalGuard Desktop is packaged as an MSI so it can be silently installed using standard desktop management software.
- PortalGuard Desktop allows user to launch a "Forgot Password" wizard right from the Windows logon screen.
- PortalGuard is a browser agnostic webserver that supports standard browser access from any device with a responsive UI.
- 2FA/SSPR require no mandatory training, setup and configuration is done centrally

## Additional Resources

[Centralized Self-Service Password Reset Tech Brief](#)

[Configurable Password Management Tech Brief](#)

[Get out of the Password Reset Business - Webinar](#)

[Reducing Help Desk Calls and Providing a Tailored Authentication Solution to Educational Institutions](#)

**PortalGuard is a cybersecurity authentication package that delivers a full set of features in a single, fully customizable solution. PortalGuard provides single sign-on (SSO), self-service password reset (SSPR), two-factor authentication (2FA), and over 130 other features to ensure that each campus is equipped with the tools needed to face any authentication challenge.**