



A2U

Large health system welcomes people-centric solutions for a better way to work, deliver care.

Through reconfiguring and optimizing mobile technologies – employees turn up productivity, without the organization sacrificing security.

CITRIX®

About the Client

Major Northeast healthcare system with more than 1,000 end users.

EXECUTIVE SUMMARY

The health system's plans to increase productivity with advanced mobile authentication were at a standstill. The hospital allowed employees to use their own devices to access work applications, but the existing, manual log-in requirements limited productivity potential and posed security concerns.

Employees wanted quick access to corporate data required to do their jobs without sacrificing privacy. The organization wanted to offer that data to employees without sacrificing security.

Certificate-based authentication (CBA) was the answer, but the in-house IT team lacked deep, Citrix technology expertise to enable the function within the technology. A2U helped them optimize the mobile management software's authentication capabilities by reconfiguring settings and exporting certificates in the appropriate format.

THE CHALLENGE

- The client's recently acquired mobile management technology couldn't be fully deployed without CBA capabilities enabled, as required by the hospital's security team.
- This caused a frustrating halt to the organization's plans for increasing productivity and efficiency.

The healthcare organization encourages a bring your own device (BYOD) environment, which allows employees to use their personal devices to access work applications. In order to isolate corporate data from personal data on those devices for security purposes, the client had previously deployed Citrix Endpoint Management without CBA for mobile application management (MAM) and mobile device management (MDM) capabilities on the devices.

The client implemented some of Citrix Endpoint Management's basic functionalities, but they needed to employ it further to increase communication speed and overall employee productivity. They wanted access enabled beyond repeated, manual password input to allow the device's native passcode as authentication for work-related applications. The organization's security team would not allow full rollout of the software until CBA was enabled.

Because the organization's IT team was unable to activate Citrix Endpoint Management's CBA capability, that prevented full implementation of the technology and essentially affected all email users in the system.

THE SOLUTION

The following Citrix technologies produced the needed improvements, which have made a significant, positive impact across the healthcare system:

- Citrix Endpoint Management
- Citrix ADC

Originally, the client had contacted A2U to help them maximize their implementation of Citrix Endpoint Management with CBA functionality. With the organization's IT team, A2U specialists spent half of the first day working through options from an infrastructure perspective by regenerating logs based on what wasn't working. The logs revealed a fully configured environment, but it wasn't functional.

After more trial-and-error and digging through log files, A2U determined the root cause. Research revealed that a crucial piece to CBA was missing from the client's Citrix Endpoint Management settings. On the second day, the team followed a plan to undo all configuration from Citrix Endpoint Management to the beginning, except for the IP addresses. Then, properly exported certificates in a new format to sync with Citrix ADC.

Today, all end users are enabled to use personal devices to access work applications with MDM installation. Instead of a separate, manual log-in for each use, employees can access these applications with native authentication on the device.

THE RESULTS

After only a few hours of putting new certificates in place and reconfiguring Citrix Endpoint Management, CBA was enabled and ready to roll out to all employee devices. The client was very pleased to be able to maximize the MDM software capabilities. It allowed them to increase email efficiency across the network. With CBA in place, employees could use native authentication on their personal devices to access work applications more quickly.

Through A2U's trusted advisor approach and top technical talent, combined with best-in-class Citrix technologies, the client not only increased ease of use and expanded access – but it saved the health system time and money.



Increased access and ease of use



Improved productivity



Enhanced email efficiency