

CASE STUDY

Regina Police achieve secure and convenient system access

Imprivata partners with law enforcement agency to boost user experience, ensure security, and maintain regulatory compliance



ORGANIZATION SNAPSHOT

Regina Police Service

LOCATION

Regina, Saskatchewan,
Canada

EMPLOYEES

650 members

INDUSTRY

Law Enforcement

CHALLENGES

- Provide fast, transparent, and secure system access to internal staff and third-party vendors
- Maintain compliance with strict security requirements from the Royal Canadian Mounted Police

SOLUTIONS

- SecureLink Enterprise Access streamlines the ability to connect third-party vendors quickly but securely with enhanced visibility into network activity
- Imprivata OneSign® and Imprivata Confirm ID® provide multifactor authentication while also optimizing compatibility and compliance

RESULTS

- **Less time spent supporting vendor access with increased insight into vendor activity** – Imprivata solutions helped drop average vendor access support times from “hours to minutes” with privileged access management and increased insight into what vendors are doing on the network
- **Enhanced security, improved overall user experience, and met all compliance standards** – faster, easier configurations that meet all RCMP compliance standards combined with less reporting for vendors makes it easier for them to focus on their job responsibilities instead of administrative challenges

The Regina Police Service (RPS) is a law enforcement agency tasked with protecting and serving the city of Regina in the Canadian province of Saskatchewan. The organization includes roughly 650 members, made up of both officers and civilians.

While its primary focus is on the security of the area’s citizens, RPS has its own data to keep secure. Information security is critical for RPS, as it needs to keep all data readily available while at the same time maintaining privacy. The Royal Canadian Mounted Police (RCMP) also issue numerous compliance standards. These compliance measures are in place to ensure all information RPS receives, processes, and potentially delivers to other police forces is fully secure.

RPS needed a way to ensure their entire staff could maintain secure but convenient access to its IT systems while maintaining compliance. Here's how they partnered with Imprivata to make it happen.

Challenge: Granting access to the right individuals while optimizing security, usability, and convenience

Along with its internal staff, RPS also has numerous external vendors who require remote access to its IT infrastructure.

In the past, the organization configured VPN access for these vendors so they could access its systems securely. The problem was that its IT staff had to engage in the complicated process of performing multiple configurations in-network so vendors could access the network areas they needed to do their jobs.

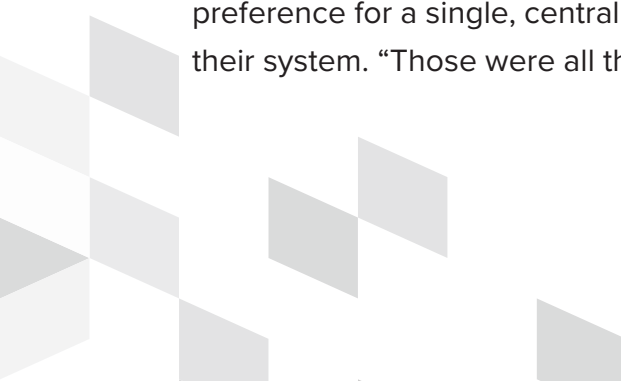
RPS also needed to adhere to the RCMP's rigorous compliance standards. "One of the requirements the RCMP has for us is something known as 'security in depth,'" said David Guzman, information security analyst with the Regina Police Service for over nine years. This need for additional layers of complexity was good for security but problematic for staff members and vendors attempting to access RPS systems.

Along with its security and compliance requirements, RPS also needed a solution they could house on-premises as opposed to in a cloud environment. Imprivata was able to help. "They were happy to give us software we could install here," said Guzman. RPS also required the use of a specific card reader – the rf IDEAS® brand. Imprivata was already using the exact reader RPS needed.

Guzman also stated RPS "needed to be able to log all activity," including warnings for when users logged out or experienced a system failure. Guzman noted the organization's preference for a single, centralized location to see everything that was happening on their system. "Those were all things Imprivata provided," said Guzman.

“ We chose Imprivata because it was the solution that complied with all the things that we needed and was within a reasonable budget for us. And when Imprivata gave us a walkthrough and a demo of the solution, they actually showed that it was really easy to use. ”

– **David Guzman**, information security analyst, Regina Police Service



Solution: Improves compliance and delivers a superior user experience

RPS turned to Imprivata to identify the right security access solutions for their needs. To help ensure secure system access for its staff and vendors, Imprivata guided RPS through the implementation of Imprivata OneSign, Imprivata Confirm ID, and eventually, SecureLink Enterprise Access.

The organization's first exposure to Imprivata solutions enabled it to successfully apply multifactor authentication and single sign-on in a way that met the unique and demanding requirements from RCMP. "OneSign and Confirm ID were the first solutions we got from Imprivata," said Guzman. "Other brands weren't as compatible or compliant with us as Imprivata." RPS also fulfilled the RCMP's security needs with the help of SecureLink Enterprise Access. According to Guzman, "We were able to implement in-depth security much easier with all of these solutions."

After experiencing success with Imprivata OneSign and Imprivata Confirm ID, the change management process to implement SecureLink Enterprise Access was smooth and quick. "It was very fast," said Guzman. "It took two or three days to get the solution fully implemented. They provided training on how to use it, manage vendor access, and administer it. In a matter of days, we were all set." SecureLink Enterprise Access provided in-network configurations vendors needed but in fewer steps than before. "With SecureLink Enterprise Access it was much, much easier because instead of having to configure multiple devices, you only have to configure one," Guzman noted.

RPS saw Imprivata as the most comprehensive answer to its third-party access problems. "We chose Imprivata because it was the solution that complied with all the things that we needed and was within a reasonable budget for us," said Guzman. Combine that utility and affordability with usability, and this was a winning combination.



Results: All compliance requirements met with happier, more productive users

The before-and-after picture offered a stark contrast in which RPS streamlined its vendor access processes. With privileged access management from SecureLink Enterprise Access, RPS minimized the amount of time it took RPS to get their vendors operational while increasing visibility into vendor activity. “Support for vendor access has dropped down from hours to minutes,” said Guzman. RPS has recognized a tangible return on its investment due to the reduction in hours spent troubleshooting vendor access, investigating incidents, and preparing for audits.

RPS increased user productivity, enhanced its security posture, and reduced its cyber insurance premiums with Imprivata OneSign. Imprivata Confirm ID also assisted in improving security and reducing overall risk while enabling enterprise multifactor authentication for remote network access.

RPS paved the way for a more comprehensive security posture for their digital identity management with help from Imprivata. “I do know things are more secure,” said Guzman. “We have more secure connections and more secure authentications. We’ve significantly reduced calls related to passwords and usernames.”



Increasing ease of use for vendors has been a significant value add for RPS, increasing user satisfaction. “For the vendor, it means they can do their job easier and faster,” said Guzman. SecureLink Enterprise Access for privileged access management minimizes the amount of reporting vendors must do. “We know when they log in, when they log out, and what they do,” added Guzman.

This ease of use extended to Imprivata OneSign and Imprivata Confirm ID as well. “When we went through the whole process of using it with our vendors,” said Guzman, “I showed them that to log into their computer they just have to tap a card and type their password. The reaction I received was, ‘Is that it? It’s that easy?’ They were all very pleased.”



Imprivata is the digital identity company for mission- and life-critical industries, redefining how organizations solve complex workflow, security, and compliance challenges with solutions that protect critical data and applications without workflow disruption. Its platform of interoperable identity, authentication, and access management solutions enables organizations in over 45 countries to fully manage and secure all enterprise and third-party digital identities by establishing trust between people, technology, and information.

For more information, please contact us at 1 781 674 2700
or visit us online at www.imprivata.com

