

# Midlothian Council Vetoes Password Problems with Imprivata OneSign ESSO

## The Business Challenge

Over the past two years, Midlothian Council had experienced a dramatic increase in the number of staff requiring access to business critical applications. This increase, along with a rise in the number of potential security threats, made it necessary for the Council to implement a security policy where every user had separate login and password credentials for each individual application.

At one point, each user had to remember an average of six different usernames and passwords which typically included numbers, letters and symbols. Helpdesk calls for staff who had forgotten passwords were becoming a significant problem in terms of productivity for both the employees themselves and the IT staff. In addition, risk assessments for the Council showed that weak password security was holding the Council back from meeting the BS7799 security standards.



## Key Business Results

- Increased security across the organisation
- Reduction in password reset requests, leading to higher productivity for IT staff
- Compliance with BS7799 security standards
- Flexibility to take advantage of new technology developments as needs evolve due to the product's appliance-based characteristics

# The Imprivata OneSign Solution

In order to increase security across the organisation and reduce the burden that password reset requests had placed on the IT department, Midlothian Council implemented Imprivata OneSign ESSO. With OneSign ESSO, Midlothian Council workers now have to remember just one password to access every application they require to do their job effectively.

**We had been reviewing a number of single sign-on technologies, but only Imprivata OneSign ESSO offered the level of functionality we needed.**

—Douglas Kinnaird  
Head of IT  
Midlothian Council

“We had been reviewing a number of single sign-on technologies for some time but only Imprivata OneSign ESSO offered the level of functionality that we felt would allow our organisation to meet industry security standards while achieving real savings by reducing the number of password reset calls received by the helpdesk,” said Douglas Kinnaird, Head of IT, Midlothian Council. “The icing on the cake was when we witnessed an increased take-up of new services among our users, for which the traditional password approach had often acted as a barrier.”

Imprivata’s appliance-based approach made it easy to successfully integrate with all the Council’s applications, in contrast to software-based solutions, which often require lengthy scripting efforts to enable applications. The patent-pending Application Profile Generator (OneSign APG™) technology learns application behaviour without any custom scripts or application code modification meaning single sign-on could be rolled out across the entire council in a very short space of time, and with little negative impact on users.

“As Midlothian Council holds a great deal of confidential information about the public on its systems, they must ensure that they have a very sensitive security policy and protocol in place,” explained Wayne Parslow, VP of European Operations, Imprivata. “The OneSign ESSO solution offers the Council a very smart approach to streamlining and simplifying the password process for users, whilst giving them faster, more secure access to information.”

Areas within Midlothian that have been enabled for single sign-on include the Council Tax & Benefits, Housing Repairs & Management and Environmental Health departments. In the future, Midlothian Council will be adding strong authentication to its systems to further increase security, which can be easily incorporated into the systems due to Imprivata’s native integration with multiple forms of authentication.



## About Midlothian Council

Midlothian Council is one of 32 unitary local authorities in Scotland. The Council's administrative centre is based in Dalkeith and covers the area from the South of Edinburgh to the borders. Midlothian Council offers a whole range of information on support available either directly from the Council, or from a range of other organisations.



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