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TecTANGO

A Large Hospital in Canada

# Case Study

# Overview

Our client is a very large hospital in Canada that provides excellent patient care and constantly strives to update its infrastructure with modern technology to improve patient care. The institution has multiple workstations that are used by a number of clinicians daily since it is one of the largest and oldest hospitals in the country.

**In both kiosk workstations and Thin Client applications, the customer requested a touch-less login experience into Cerner running on Citrix.**

## Challenges

Typically, clinicians use multiple workstations in numerous locations, such as nursing stations, patient rooms, and workstations on wheels (WOW). In most cases, these workstations are shared and are used frequently.

It takes clinicians a long time to access the necessary applications with the above workflow. Clinical outcomes can be significantly affected by seconds and minutes in a highly time-sensitive environment.

## Solution

Tecnics, in partnership with Okta, deployed TecTANGO, which dramatically improved Clinician workflow by leveraging proximity cards for touch-free authentication.

## Key Solution Benefits

- ✔ Tap-in, Tap-out, and Tap-over to access EMR applications like Epic or Cerner
- ✔ Fast User Switching on shared workstations, thin client or kiosk machines
- ✔ Session carry-over from one workstation to another as a clinician moves within the facility
- ✔ Touch-less access to clinical applications running on VDI environments like Citrix, Microsoft RDS, etc
- ✔ Supports Proximity Card, Smart Card, Biometrics, PIN, Okta MFA
- ✔ Automatic sign-out from unattended workstations or EMR apps
- ✔ Compliant with HIPAA data protection standards

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## Solution Features

- ✔ Fast and secure SSO for on-premises and cloud applications
- ✔ PINs or other Okta factors can be used to enhance badge access security
- ✔ Enrollment of badges and biometrics without IT assistance
- ✔ Centralized web-based help desk and IT management console
- ✔ It supports OpenID Connect (OIDC) integration and Okta multi-factor authentication
- ✔ Configuration of sign-on policies
- ✔ Tapping behavior can be configured
- ✔ Fraudulent cards should be blocked to prevent fraud
- ✔ Reset the user's card or biometric enrollment
- ✔ Report on user activities audited

## Outcome

- ✔ In this case, TecTANGO's solution resulted in an improved authentication system with auto launch of the EMR app, which included:
  - ❖ In nursing stations, patient rooms, or computers on wheels, clinicians would tap the card on the reader (HID or rfIDEAS, etc.).
  - ❖ A password (only on the first workstation being accessed) was required at the start of the shift, followed by an optional 2F such as a PIN or Okta MFA.
  - ❖ They were taken directly to Cerner without entering any Citrix or Cerner credentials. After finishing patient care, they simply tapped their card on the reader to lock the EMR app and sign out.
  - ❖ Citrix & Cerner sessions were automatically launched when the Clinician roamed to another desktop, as they had been running at the previous desktop. During the grace period, no password prompt was required on any workstation.

## Conclusion

As a result, TecTANGO provided the client with a simpler, faster, and more secure authentication system.



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