Gemalto and Citrix: Enabling swift, secure access to shared workstations

In any business in any industry, real-time access to information—from anywhere—is critical: the future of the business hangs in the balance.
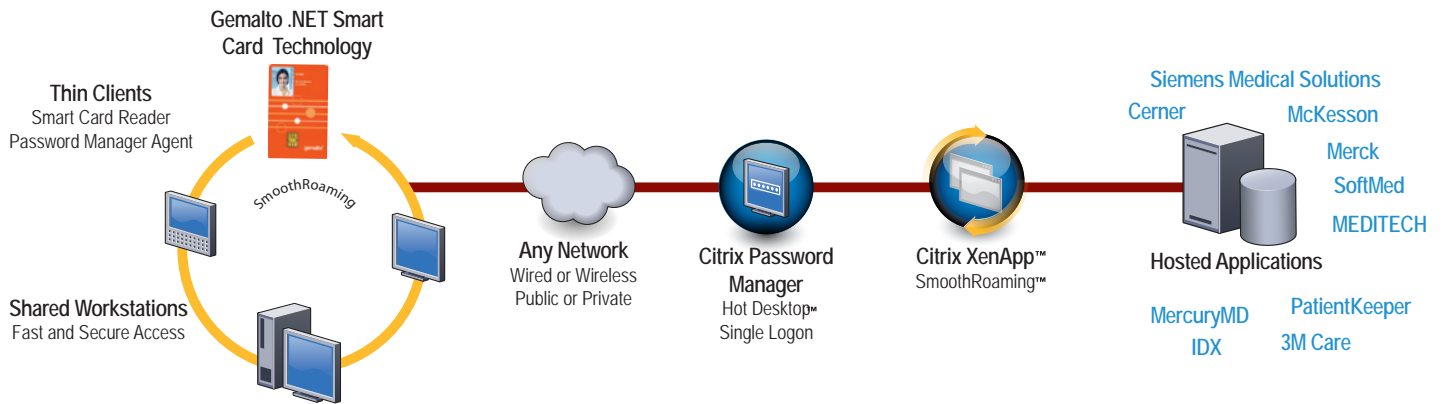
In the healthcare industry, lives hang in the balance.

To adequately serve their patients, healthcare clinicians need open workstations that do not require lengthy logins. They need the freedom to roam the healthcare facility, addressing patients' needs, while maintaining seamless access to patient records and critical applications. But logging on and waiting for applications to load consume precious time. And if a user locks a workstation and walks away, subsequent users are denied access. Choosing speed over security to maintain patient care, IT often creates generic accounts for these workstations, relying on application security for protection. As a result:

- The workstations are left vulnerable, creating huge security gaps and regulatory compliance issues.
- There is no way to log the activity of individual users.

Clinicians must authenticate to each workstation and log on to their applications. Access events and frequent password changes must be audited. In these days of HIPAA and other healthcare regulations, what once was prudent now is mandatory.

To address these needs, Citrix and Gemalto have worked together to deliver an integrated thin-client solution for healthcare organizations that works with leading thin-client devices from manufacturers such as Wyse, HP/Neoware and IGEL.

Thin Clients
Smart Card Reader
Password Manager Agent

Gemalto .NET Smart Card Technology

SmoothRoaming

Shared Workstations
Fast and Secure Access

Any Network
Wired or Wireless
Public or Private

Citrix Password Manager
Hot Desktop™
Single Logon

Citrix XenApp™
SmoothRoaming™

Siemens Medical Solutions
Cerner
McKesson
Merck
SoftMed
MEDITECH

Hosted Applications

MercuryMD   PatientKeeper
IDX   3M Care

This integrated solution for healthcare institutions includes Citrix Password Manager™ for single sign-on (SSO) to the network and applications. Password Manager includes Hot Desktop, a feature that enables users to log on and log off in seconds, instead of using the more time-consuming standard procedure. The solution also includes Citrix SmoothRoaming™, a key feature of Citrix XenApp™ (formerly Citrix Presentation Server™), which further improves employee productivity by allowing users' sessions to move with them from one workstation to the next.
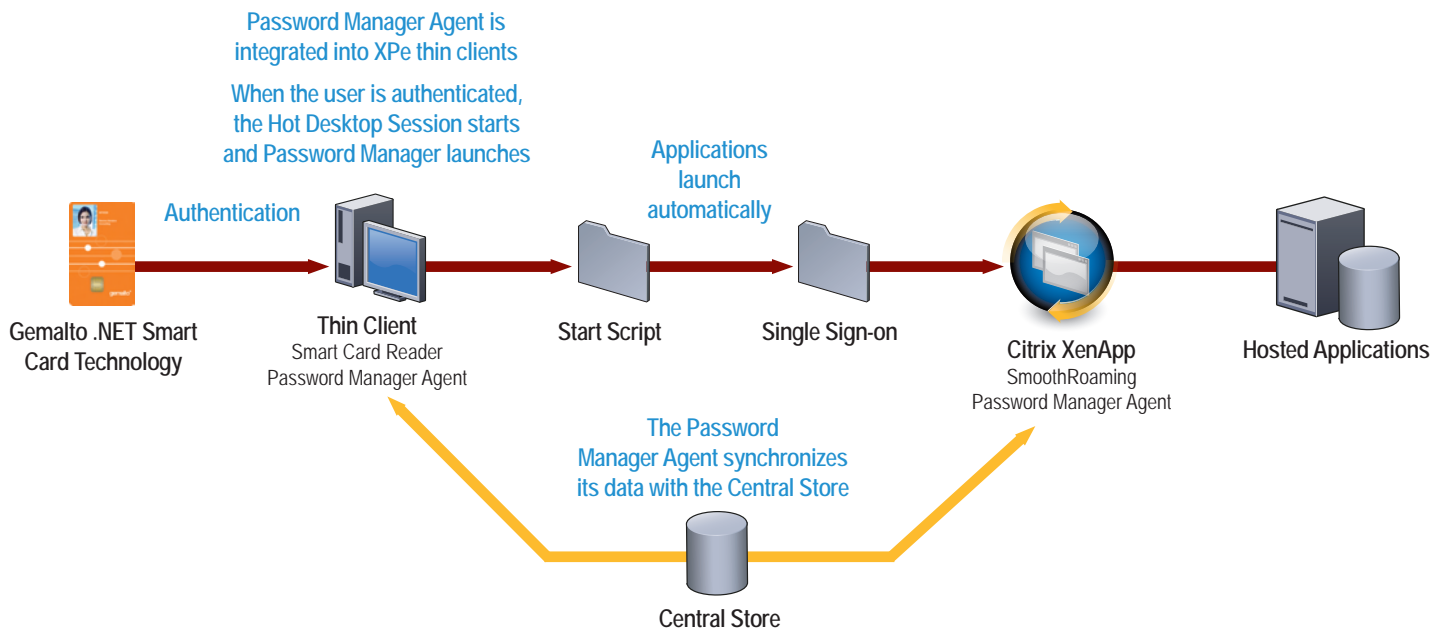
Gemalto .NET smart cards complement the Citrix solution, greatly enhancing security and the credibility of audit trails with strong, two-factor authentication. Gemalto .NET cards integrate something you know—your PIN—with something you have: a smart card–based security device. And using thin client technology allows the integration of both the Password Manager Agent and a smart card reader to swiftly and securely deliver the benefits of Hot Desktop and Gemalto smart card technology to healthcare workers everywhere—and their patients.

Password Manager with its Hot Desktop feature and Gemalto .NET smart cards bring together the best of both worlds—usability and security—enabling rapid access to shared workstations for the best in patient care, and secure access for accountability and protection of patient data.

Effectively address the security of patient data

HIPAA legislation places strict controls on access to patient information. Hot Desktop helps the healthcare industry comply with HIPAA by eliminating the need for generic logon accounts: user logons, logouts and password changes can now be logged for accountability and auditing, while walk-away timeouts increase security.

Access to network applications via a Gemalto .NET smart card makes this solution the most secure in the industry. Gemalto's

Password Manager Agent is integrated into XPe thin clients

When the user is authenticated, the Hot Desktop Session starts and Password Manager launches

Applications launch automatically

Authentication

Gemalto .NET Smart Card Technology

Thin Client
Smart Card Reader
Password Manager Agent

Start Script

Single Sign-on

Citrix XenApp
SmoothRoaming
Password Manager Agent

Hosted Applications

The Password Manager Agent synchronizes its data with the Central Store
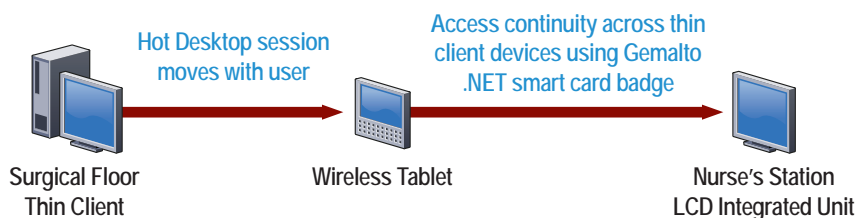
Central Store

.NET-powered smart card runs a small footprint version of the .NET Framework to provide customizable two-factor authentication. For still greater security—and convenience—Gemalto eliminates the need to keep track of multiple identification cards and passwords. For example, the same .NET smart card a clinician uses for network access via a thin client can also be used for physical access into the hospital. It can even be personalized with a picture and other imprinting to prevent forgery.

This increased security comes without the traditional add-ons of administrative time and expense. Using Microsoft® Identity Lifecycle Manager (ILM), IT can efficiently enroll, issue, renew and revoke Gemalto .NET smart cards. Easy to deploy and intuitive, ILM requires no additional development, and as a Web application, scales effortlessly without software modifications.

Deliver secure workstation and application access—in seconds

To speed up access to patient information, Hot Desktop eliminates the time-consuming logon to a Windows® session. Instead, at startup the client device automatically logs on to a shared account Windows session. Users can then authenticate quickly to the always-on workstation using their Gemalto .NET smart card badge and the integrated smart card reader on any XPe thin client. They simply slide the smart card badge into the slot provided on the thin client and type in their PIN. Users can log on within seconds.

When a user authenticates, a Hot Desktop session starts and Password Manager launches. Session startup scripts can automate application launching, and Password Manager single sign-on functionality takes over from there, automating logon to the user's Windows, Web and host-based applications as well as policy enforcement and password changes—making connecting

Hot Desktop session moves with user

Access continuity across thin client devices using Gemalto .NET smart card badge

Surgical Floor Thin Client

Wireless Tablet

Nurse's Station LCD Integrated Unit

to applications easier and faster as well as more secure. Running in the Citrix XenApp environment, Password Manager performs single sign-on to the remotely launched applications.

Present the same application screen as healthcare professionals roam between workstations

When Password Manager is deployed with Citrix XenApp, SmoothRoaming enables published applications to roam with the user: simply by inserting their Gemalto .NET smart card badge, a doctor or nurse moving from one thin client workstation to another can seamlessly resume reviewing a medical file or recording a patient's vitals.

Prevent unauthorized walk-ups but enable all other users to unlock any workstation

After a workstation is idle for a configured length of time, Hot Desktop securely locks the session. Users can also lock their sessions. But unlike a standard Windows computer lock where only the same user or an administrator can unlock the workstation—denying potentially critical access to any other healthcare worker—Hot Desktop enables any user to unlock the thin client simply by authenticating with a Gemalto .NET smart card badge.

- If the same user unlocks the workstation before the administrator-configured session timeout, the user will continue where he left off.
- If a new user unlocks the workstation, the previous user's Hot Desktop session is shut down and a new session instantiated in a matter of seconds.

Lock, do not close applications for secure but swifter access

Clinicians often need to pick up on a workstation where another worker left off. To facilitate this level of seamless access, you can specify what applications do not close after a user logs off or locks the workstation. Those applications enter a secure mode instead. For example, if a nurse updates patient information and locks the workstation or logs off, the application securely locks. Later, a doctor who needs immediate access to that patient's record logs on to the thin client with his Gemalto .NET smart card badge, Password Manager unlocks the application and the patient data that he needs is at his fingertips. There's no need for the application to reload.

3

Configure stop scripts to protect sensitive data and user productivity

Just as you can configure Hot Desktop start scripts to automatically launch a user's applications, so too can you implement stop scripts to clean up any residual data or temporary files. The stop script removes configuration files that might prevent the next user from working as well as sensitive files such as logs and documents stored on the system.

Gemalto and Citrix: Protecting patient privacy

• Deliver workstation and application access in seconds.

• Enforce unique logons with a Gemalto .NET smart card badge.

• Automate launching and logons to applications.

• Present the same application screen from the previous thin client workstation.

• Prevent walk-away security breaches.

• Prevent workstation denial of service.

• Audit shared workstation access events.

Leveraging technology from Gemalto, Citrix Hot Desktop and SmoothRoaming provide the best in secure and rapid access technology for the very best in patient care.

About Citrix

Citrix Systems, Inc. (Nasdaq:CTXS) is the global leader and the most trusted name in application delivery infrastructure. More than 200,000 organizations worldwide rely on Citrix to deliver any application to users anywhere with the best performance, highest security, and lowest cost. Citrix prosumers include 100 percent of the Fortune 100 companies and 98 percent of the Fortune Global 500, as well as hundreds of thousands of small businesses and prosumers. Citrix has approximately 6,200 channel and alliance partners in more than 100 countries. Annual revenue in 2006 was $1.1 billion. For more information, visit http://www.citrix.com.

About Gemalto

Gemalto (Euronext NL 0000400653 GTO) is the leader in digital security with pro forma 2007 annual revenues of over €1.6 billion, more than 85 offices in 40 countries and about 10,000 employees including 1,300 R&D engineers. In a world where the digital revolution is increasingly transforming our lives, Gemalto's solutions are designed to make personal digital interactions more convenient, secure and enjoyable. Gemalto provides end-to-end digital security solutions, from the development of software applications through design and production of secure personal devices such as smart cards, SIMs, e-passports and tokens to the deployment of managed services for its customers. More than a billion people worldwide use the company's products and services for telecommunications, financial services, e-government, identity management, multimedia content, digital rights management, IT security, mass transit and many other applications. As the use of Gemalto's software and secure devices increases with the number of people interacting in the digital and wireless world, the company is poised to thrive over the coming years. For more information, please visit www.gemalto.com.

Citrix Worldwide

Worldwide headquarters

Citrix Systems, Inc.
851 West Cypress Creek Road
Fort Lauderdale, FL 33309
USA
T +1 800 393 1888
T +1 954 267 3000

Regional headquarters

Americas
Citrix Silicon Valley
4988 Great America Parkway
Santa Clara, CA 95054
USA
T +1 408 790 8000

Europe
Citrix Systems International GmbH
Rheinweg 9
8200 Schaffhausen
Switzerland
T +41 52 635 7700

Asia Pacific
Citrix Systems Hong Kong Ltd.
Suite 3201, 32nd Floor
One International Finance Centre
1 Harbour View Street
Central
Hong Kong
T +852 2100 5000

Citrix Online division
6500 Hollister Avenue
Santa Barbara, CA 93111
USA
T +1 805 690 6400

www.citrix.com

CITRIX®

gemalto
security to be free