



**Lancaster City Council:
Improved productivity for Councillors**



Lancaster City Council's borders stretch well beyond the city itself and encompass the landscape of the Lune Valley and the beaches of Morecambe. Their stated district-wide aim is that by "Promoting city, coast and countryside, we will achieve lasting opportunities for all in a safe and healthy district that is proud of its natural and cultural assets."

Lancaster is dominated by its medieval castle and the River Lune that runs through the city. The narrow, Georgian streets surrounding the castle contain a wealth of attractions, shops and restaurants. However, much as Lancaster delights in its past, the City Council are constantly striving to improve as a forward thinking council with a skilled, knowledgeable and motivated workforce.

By 2007 they want their organisation to look and feel very different, from the way they deliver services to the way they train and develop their staff. They expect that everything they do and everybody that works for the Council will be affected in some way.

Emancipating the Councillors!

There was a strong desire to enable the Councillors, and other employees, to work remotely. This would not only ensure they could make best use of their time and increase productivity but also reduce the printing and couriering of papers and agendas which was proving costly in both economic and environmental ways.

However, opening up the network for remote access brings with it the inevitable problems of security and risks of compromising confidential data.

Working with their partner, Enforce Technology, they installed an AEP/Netilla SSL VPN and began the process of finding a two-factor authentication solution to integrate with it.

They explored the possibility of using a token-based system but they didn't necessarily want to buy 'in-house' and the potential overheads on administration for the tokens were a concern.



Initially we piloted just access to email, using a password and a PIN but that was followed by a strong demand to use other applications too. So although we got good press for making the service available we had to face the problems of security head on!

Barry Simcox, Network Manager,
Lancaster City Council



The Solution

Having looked at the pros and cons of the token-based solutions, they decided to trial identrica. After just one day they had decided that identrica “does everything we need it to do”.

The identrica Managed Service was set up immediately and the Log In interface adapted to allow the users to authenticate by making a call from their phone to the identrica service.



Challenges:

- Deliver to e-government initiatives.
- Allow remote working for Councillors and other employees
- No compromise on security for remote access
- Demonstrably cost-effective
- Minimal administrative overheads

Solution:

- identrica managed service
- Utilising users' mobile phones and landlines
- Integration with AEP/Netilla SSL VPN

Key Benefits:

- Flexible working and greater productivity
- Reduction in costs (environmental and financial) on printing and distributing documentation
- No increased overhead on limited IT resources

Infrastructure:

- AEP/Netilla SSL VPN registering users with identrica



Part of my decision was the fact that identrica uses the mobile phone as the ‘token’. I had been at meetings where people had got their laptops out and then got two-factor authentication tokens out from a pocket in the same bag! I realised I couldn’t control what my users did but I could help by choosing something which was inherently going to be more secure – I had confidence that people were more likely to keep their laptop and their phone separate.

Barry Simcox, Network Manager,
Lancaster City Council



“identrica worked so well for us. It was a clear winner both cost-wise and technically against the other solutions we were looking at.”

Lancaster City Council are constantly seeking to improve the services they provide to the community. identrica gives them a platform which can help them think creatively about connecting securely with other partnerships – whether it’s delivering real-time Benefits information to the Magistrate’s court, experimenting with PDAs or just being able to share data in a secure environment with other organisations who aim to serve the Lancaster area.

The logo for identrica, featuring a stylized 'i' with a dot and a small circle above it, followed by the word 'identrica' in a bold, sans-serif font.

simple, secure, affordable authentication

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