

# Secure client extranet safeguards pharmaceutical intellectual property



P H A R M O R P H I X

*Secure, authenticated access and 24x7 support for a worldwide client community*

Pharmorphix delivers a unique range of specialist research and development services to support pharmaceutical and biotech companies during the drug-discovery and development processes. The firm has established its position as one of Europe's leading providers of R&D services, listing many market-leading US and European corporations amongst its clients.



During each client project, Pharmorphix is privy to extremely sensitive intellectual property, raw data and test results, and produces highly confidential reports and recommendations for its clients about the drugs that they have under development. The Pharmorphix Extranet was developed to provide the firm's growing international client base with round-the-clock on-line access to their data. However they had to guarantee that each clients' data could *only* be accessed by specified individuals who had been authorised by the client.

Rich King, Pharmorphix's IT Manager, explains: "It is almost impossible to

## Key Benefits

- Secure client access to Extranet
- Trouble free implementation
- No increase in IT workload
- Simple user management via IMC
- 24x7 Self-service Helpdesk
- Simple per user service fee
- Solution grows with client demand

*overstate the sensitivity and confidentiality of the data that we receive from clients, and the results, reports and recommendations that we produce.*

*On the one hand, we have to guarantee that this information will be totally secure; on the other hand we have to ensure that the client can access this information through our Extranet from anywhere in the world, day and night."*

## Making strong authentication easy

From the outset, Pharmorphix recognised that secure user authentication would be a key element of the Extranet service, and that the firm needed to make this as easy and fool-proof for its clients as possible. "We needed to find a way of making strong authentication easy," added Rich King. "We had to find a solution that we could rely on; not just to deliver the highest possible levels of security, but also to be simple for our clients to use in their busy working lives."

***"The Pharmorphix Extranet was developed to provide the firm's growing international client base with round-the-clock on-line access to their data."***

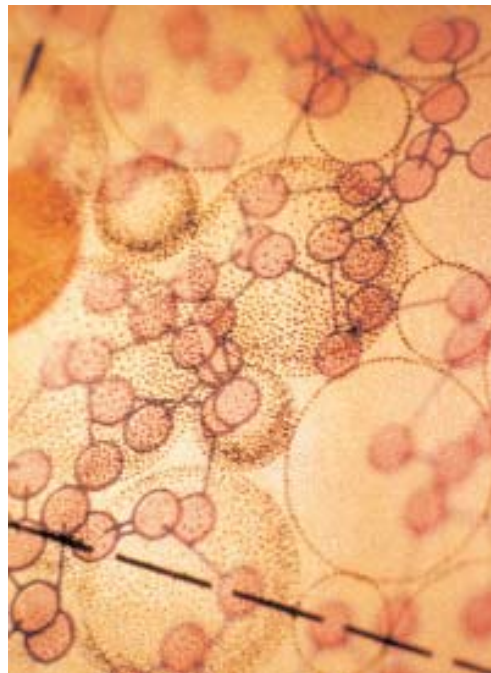
***"we have to guarantee that our information will be totally secure"***



***“We didn’t want the costs and headaches of running this service in house”***

***“A service I could recommend to anyone”***

Although Pharmorphix is a relatively young company, the team consists of highly experienced scientists that had already worked together for many years and had encountered this crucial issue before. Rich King had previously used RSA SecurID and SSL VPN technologies and realised that this offered the perfect solution. However, he was also aware that in-house solutions could be extremely time consuming and complex to implement and would require 24x7 hour support, so he took the decision to out-task to a specialist provider.



An evaluation of Signify’s Managed Authentication Service quickly identified that it offered the ideal solution. *“We didn’t want the costs and headaches of running this service in house and I was already aware of Signify’s expertise and track-record in this field,”* Rich explained. *“I didn’t need to evaluate any other providers; I knew that Signify would provide the service that we needed and our clients demanded.”*

*“Implementation was smooth and problem free,”* concluded Rich King. *“We rely on Signify 100% for this service and have been extremely impressed with the way in which they have worked as our partner, rather than our supplier.”*

## **24 hour access and full support**

Signify strong authentication is used both by Pharmorphix clients for Extranet access and also by staff to access their email, applications and data remotely.

Pharmorphix administrators use the Signify Identity Management Centre (IMC) web portal to set up new user accounts and manage all aspects of the service while end users access the IMC to set their own secret PIN and maintain their contact data.

End users who have lost their token or forgotten their PIN can access the Signify Self-service Helpdesk via the web or telephone to resolve their problem securely 24x7.

*“Without this service, we would have to run our own service desk day and night,”* added Rich King. *“Signify are the experts in this field and have removed yet another problem from us.”*

## **Signify deliver**

*“The Signify service has surpassed all of our expectations,”* observed Dan Cowell, Pharmorphix’s Operations Director. *“By outsourcing to Signify, we can guarantee secure 24x7 access to our Extranet for our clients throughout the world, without the cost, support and technical overheads that such a solution traditionally requires. We can concentrate on delivering the services that our clients expect, in the knowledge that Signify will continue to deliver.”*

The last word goes to Rich King: *“We need a service that is based upon the highest standards of security and authentication, but which is easy to use and is utterly reliable. I’m delighted to say that Signify continue to deliver superbly on all these fronts. A service I could recommend to anyone”*

**info@signify.net**

**www.signify.net**

**+44 (0)1223 472572**

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