

Press Release



IMPRIVATA EXTINGUISHES PASSWORD MANAGEMENT PROBLEMS FOR TAYSIDE FIRE AND RESCUE

Combines ESSO and Biometrics to Deliver Seamless Password Management; ROI Expected Within Six Months

Watford, UK and Scarborough, UK, – 19th September 2005 – Imprivata, the enterprise single sign-on (ESSO) appliance company, and Enline plc today announced that Tayside Fire and Rescue (TFR) has chosen Imprivata OneSign™ to control password management for more than 800 full-time, part-time and volunteer staff in 24 stations throughout the service area in North East Scotland. TFR is combining Imprivata OneSign with a biometric fingerprint recognition system to manage the growing IT headache caused by password management.

The number of IT users at TFR has risen from less than 60 to more than 800 users in the past two years. Each of these staff members now have access to as many as ten separate applications including online training applications and a new system that allows firefighters to analyse risk profiles within their station areas. This growth in IT use has seen password resets increase to a point where they are demanding as much as two days a week of one IT team member's time. After evaluating the cost of dedicating a resource to password management issues, TFR anticipates a return on its investment within six months.

"We have a relatively small IT team that supports 800 users across 24 offices and resetting passwords was becoming a major logistical headache that required a significant amount of time," explained Gary Bellfield, ICT Manager, Tayside Fire and Rescue. "With the demand for new applications rapidly increasing, the issue of password resets was threatening to impact user productivity, so we had to find a smart and affordable solution to stem the problem. Imprivata OneSign has given us exactly what we were looking for."

Information technology is increasingly being used by all personnel within Tayside Fire and Rescue to manage organisational and individual performance. Personnel analyse incident information to devise initiatives aimed at creating safer communities; conduct online training and electronically interact with suppliers.

"With such a high demand for computer access it is vital that each terminal is used as effectively as possible by being simple and easy to use," explained Stephen Hunter, Chief Fire Officer, Tayside Fire and Rescue. "Having a single log-on that just requires a fingerprint is proving extremely popular with users and is also highly secure. Imprivata has provided us with a future-proof solution that will enable us to take advantage of new technology developments as our needs evolve, as well as allowing IT staff to concentrate on the maintenance and development of systems rather than password resets."

In addition to significantly reducing the burden that password resets are placing on the IT department, Imprivata will help TFR comply with the Government's BS17799 recommendation on strong password policy. It will also allow the organisation to seamlessly implement a tighter password policy, with OneSign managing regular, dynamic changes to complex passwords without any impact on the end user.

"Firms around the UK are increasingly finding that implementing a strong password management policy is causing major headaches for their IT teams. To implement an effective, yet workable process that integrates every different application can be a full-time job for an IT manager," claimed Wayne Parslow, VP EMEA for Imprivata. "As one of our earliest UK customers, Tayside Fire and Rescue are amongst the first organisations to relieve themselves of this burden and realise the true benefits of our OneSign solution."

After evaluating a number of SSO solutions, TFR found the appliance-based approach of Imprivata OneSign 2.8 to be the best. The implementation was fast and hassle-free, thanks to Imprivata's patent-pending Application Profile Generator (OneSign APG™) technology, which removes the complexity of single sign-on by learning application behaviour without any custom scripts or application code modification. TFR has already rolled the new system out to 400 users. It expects to have completed the rollout to the entire organisation in all 24 stations by the end of the 2005.

About Tayside Fire and Rescue

Tayside Fire and Rescue covers an area of approximately 7,500 square kilometres, with a population in excess of 400,000. It provides fire safety and emergency response services to the area covered by the authorities of Angus, Dundee City and Perth and Kinross, as well as enforcing fire safety legislation. The Brigade's 721 operational firefighters crew a total of 50 fire appliances based at 24 strategically located fire stations. These personnel are dedicated and motivated individuals spanning wholetime, retained and volunteer coverage for the service area.

About Enline plc

Enline specialises in delivering best of breed Identity and Access Management solutions that address organisations' needs to securely manage user life cycles. Since 1985 Enline has established itself as a proven leader in the design and implementation of intelligent solutions providing secure and compliant environments to protect knowledge, encourage sharing of information and safeguard infrastructure investment. For more information, visit www.enline.com.

About Imprivata, Inc.

Based in Lexington, Mass., Imprivata develops enterprise single sign-on solutions that dramatically simplify password administration and enhance IT security. The company is privately held with venture funding from Polaris Venture Partners, Highland Capital Partners and General Catalyst Partners. Imprivata OneSign is changing the way midrange businesses secure their applications. Imprivata's OneSign product is packaged as an affordable, easy-to-implement and maintain appliance and is distributed through an established network of value-added resellers. For more information, visit www.imprivata.com.

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