



Case study

# Monash Health strengthens compliance and reduces help desk calls.



## Overview

Monash Health, one of Australia's largest and most diverse healthcare providers, faced a critical challenge in modernizing its authentication systems while maintaining strict compliance with HIPAA and PIPEDA regulations.

With over 14,000 users across 50 locations, the organization relied heavily on two-factor authentication (2FA) for applications like Outlook Web App and Citrix, but its existing solution was outdated, inflexible, and poorly supported.

At the same time, password-related helpdesk calls were skyrocketing (averaging 3,000 per month) creating operational inefficiencies and driving up costs.




Monash Health needed a secure, customizable solution that could strengthen login security, reduce IT burden, and deliver a seamless experience for clinicians and staff without compromising compliance.



## Challenge

Monash Health needed a secure, customizable solution that could strengthen login security, reduce operational costs, and deliver a seamless experience for clinicians and staff.

Key issues:

-  **Outdated technology:** Replacing an aging 2FA system with poor vendor support and limited customization options for OTP delivery and password policies.
-  **Compliance requirements:** Ensuring HIPAA and PIPEDA compliance while protecting sensitive patient data across multiple platforms.
-  **High IT burden:** Managing an average of 36,000 password-related helpdesk calls annually, driving up costs and reducing efficiency.

*Forrester Research estimates each help desk call costs about \$25. By reducing password reset calls by just 20% annually, Monash Health saves over \$75,000 every year; delivering a full return on investment in less than one month."*




## Solution

Monash Health implemented BIO-key's PortalGuard platform to replace its legacy 2FA system and meet HIPAA compliance requirements.

The solution delivers multi-factor authentication (MFA) with over a dozen OTP delivery options, integrated Self-Service Password Reset (SSPR), and centralized management.

PortalGuard's architecture supports on-premises deployment, browser-agnostic access, and seamless integration with existing systems, reducing helpdesk calls and enhancing security.

Technical highlights:

-  **Flexible MFA framework:** Supports multiple OTP methods (SMS, voice, authenticator apps, email) and customizable password policies for compliance.
-  **Integrated SSPR:** Enables password resets from Windows logon screens and mobile devices, reducing helpdesk dependency.
-  **Scalable architecture:** MSI-based silent installation, browser-agnostic webserver, and centralized configuration for easy deployment and management.

## Impact

By replacing an outdated 2FA system and introducing Self-Service Password Reset (SSPR), the organization reduced IT overhead, improved user experience, and ensured adherence to strict healthcare regulations.

Key outcomes:



### Enhanced security and compliance:

Achieved HIPAA and PIPEDA compliance with flexible, customizable 2FA options across multiple platforms.



**Reduced IT burden:** Lowered password-related helpdesk calls by thousands annually, saving over \$75,000 per year in support costs.



**Improved user experience:** Delivered seamless authentication and password reset capabilities for 14,000+ users across 50 locations, reducing friction and downtime.

## Use cases

- Healthcare compliance and MFA
- Password reset automation
- Flexible authentication for large user bases

## Customer benefits

- Strong security and regulatory compliance
- Reduced operational costs
- Improved user experience

## Strategic value

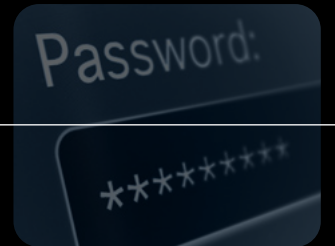
This deployment underscores BIO-key's role in helping healthcare organizations protect sensitive patient data while supporting clinicians and administrators.

By combining HIPAA-compliant MFA with self-service password reset, Monash Health achieved security and privacy without compromising usability. It reflects BIO-key's commitment to enabling secure, intuitive workflows in high-stakes environments.



*"Monash Health needed to protect confidential patient data while ensuring clinicians and administrators could work without disruption. In healthcare, security and privacy are critical, but they cannot come at the expense of usability. By implementing BIO-key's PortalGuard with flexible MFA and self-service password reset, Monash achieved compliance and delivered an intuitive experience that keeps professionals focused on care, not credentials."*

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