Who is Carante Group?
Carante Group is a collaboration of twelve independent care organizations. The affiliated organizations are regionally active, spread across The Netherlands. The organizations, with over 19,000 employees, offer customized care, guidance, and support to more than 20,000 clients with a physical and/or mental disability.

NetIQ Advanced Authentication Supports User-Friendly MFA
As Carante is active in the healthcare sector, it manages sensitive client data that needs to be protected at all costs. Multi-Factor Authentication (MFA) was quickly recognized as the way forward for the organization, as Jerry van Rekom, IT Manager for Carante Group, explains: “We managed MFA with RSA hardware tokens, which initially worked fine. Then, as remote working became more popular, we realized that hardware tokens were expensive and time-consuming to manage. We wanted a user-friendly solution that would be SMS-compatible, or for use with a simple app, and give us the opportunity to integrate MFA directly with applications, so that it can have a wider purpose beyond supporting remote working.”

Following market research, it was clear that Micro Focus NetIQ Advanced Authentication offers a single framework for all authentication needs, providing consistent security, simplified administration, and reliable policy enforcement. As their RSA license was due to expire, and Carante did not want to pay for two authentication solutions, the NetIQ Advanced Authentication implementation was done swiftly. “NetIQ Advanced Authentication was the most mature solution available at that time,” says Van Rekom. “With some support from Micro Focus we implemented the solution ourselves, and were confident that management and administration would be easier and more cost-effective than with our previous tool.”

The transition was seamless, and soon Carante’s remote workers saw the benefit. With NetIQ Advanced Authentication leveraging Active Directory data, they only need to have their smartphone and internet access to access

Case Study
Security

Carante Groep
NetIQ Advanced Authentication provides ease-of-use for care workers delivering superior care for Carante clients

“NetIQ Advanced Authentication has given us a user-friendly solution that was easy to implement and has saved us a considerable amount given the growing popularity of remote working.”

JERRY VAN REKOM
IT Manager
Carante Group

At a Glance
- Industry
  Health & Life Sciences
- Location
  The Netherlands
- Challenge
  Find a cost-effective and user-friendly alternative to hardware token multi-factor authentication (MFA)
- Products and Services
  Micro Focus NetIQ Advanced Authentication
- Critical Success Factors
  + Reduced MFA management and costs
  + Flexible licensing model allows easy increase in remote working
  + Potential to extend MFA to the application level
  + User-friendly solution—popular with end users
their digital workspace which is identical to the
one they have in the office. Carante’s ISO9000
and ISO27001 certifications ensure full data
security, and NetIQ Advanced Authentication
supports regular external and internal audits.

**Practical Support from Micro Focus in Pandemic Times**

Remote working became more popular and
more organizations joined the Carante family.
The IT organization was supporting approxi-
mately 2,000 homeworkers when COVID-19
struck in March 2020. “For our clients, the pan-
demic was a very confusing and scary time,”
says Van Rekom. “It was really difficult to explain
why they couldn’t have visitors, or attend the
day centers that were part of their routine. Care
levels were of course maintained, and with 80
percent of our staff in a hands-on care-giving
position they did a fantastic job of keeping our
clients reassured and everyone safe. It was
a worrying time for all of us, and on top of
this we suddenly had to accommodate many
more homeworkers.”

When Van Rekom called Micro Focus with this
dilemma, rather than waste any time in budget
negotiations, Micro Focus immediately re-
leased an unlimited supply of NetIQ Advanced
Authentication licenses, free of charge. This
gesture was much appreciated according to
Van Rekom: “In these worrying times it really
relieves the pressure when a supplier acts like
a partner and comes up with a solution that
directly contributes to the care of our many
clients. Thanks to Micro Focus we were able
to extend our homeworking capability imme-
diately to over 3,000 extra employees.”

**IT as Competitive Advantage**

With over 5,000 remote workers now, NetIQ
Advanced Authentication helps Carante in-
tegrate new organizations and employees,
boosting productivity. Healthcare workers are
supported so that they can deliver client care
anywhere, at any time, and with any device.
More and more electronic devices are used
by Carante employees and clients. Leveraging
NetIQ Advanced Authentication these provide
access to the inter-connected set of applica-
tions a care worker needs to provide superior
care to their clients.

Van Rekom concludes: “IT has become a real
competitive differentiator in our care sector,
and can determine the success of an organi-
zation. We will continually monitor the market
to ensure we have the best solutions to make
life as efficient and easy as possible for our em-
ployees and clients. We are pleased with the
partnership with Micro Focus. NetIQ Advanced
Authentication has given us a user-friendly
solution that was easy to implement and has
saved us a considerable amount given the
growing popularity of remote working.”

“NetIQ Advanced Authentication was the most mature
solution available at that time. With some support
from Micro Focus we implemented the solution
ourselves, and were confident that management
and administration would be easier and more cost-
effective than with our previous tool.”

**JERRY VAN REKOM**

IT Manager
Carante Group