Case Study

NewRedo

Developing Single Sign-On (SSO) Authentication for Secure Electronic Health Records

/ Latus formerly Peritus Health Management

Latus, formerly Peritus Health Management, is a UK leader in occupational health and workplace wellbeing. They provide proactive, tailored solutions that support regulatory compliance, improve employee health, and keep teams working safely and sustainably. With nationwide coverage, sector-specific expertise, and a people-first approach, Latus focuses on building healthier, more resilient workplaces rather than simply meeting minimum compliance requirements.

> " NewRedo's expertise enhanced our security with a smooth integration into our legacy systems without disrupting our operations. "
>
> Amanda Dowson - CEO

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Project Introduction

The implementation of a secure Single Sign-On (SSO) solution using Google Workspace Identity and Microsoft Azure credentials with SAML and OpenID Connect, enabling seamless integration across enterprise systems. Optimised identity federation, directory synchronisation, and cloud authentication to enhance user experience and streamline access. Delivered a scalable, cloud-native solution that improved security and reduced administrative overhead.

Project Challenge

The implementation of the SSO solution presented several challenges. Integrating with an existing system without the supporting authentication protocols such as SAML and OpenID Connect required custom development and architectural redesign. The diverse user base, including users with mixed digital skills and in-the-field or site workers, added complexity to the rollout. Enhancing security by introducing Multi-Factor Authentication (MFA) without the cost and complexity of complete custom development was another key challenge. Ensuring operational continuity during the transition was critical, requiring a phased rollout to minimise disruption while providing time for user communication and training. Additionally, the project needed to reduce reliance on traditional username-password authentication and add access for users without corporate credentials. These challenges demanded a carefully planned approach to ensure a seamless and secure migration.

Project Solution

The Single Sign-On (SSO) solution for the Peritus EHR and practice management integrated Microsoft Azure Active Directory and Google Workspace Directory into their existing system, providing users with a seamless and secure authentication experience. To address legacy system compatibility, middleware was developed to bridge gaps with modern protocols such as SAML and OpenID Connect. Directory synchronisation ensured consistent user data across platforms, while Multi-Factor Authentication (MFA) was introduced through Azure and Google policies to enhance security without custom development. The phased rollout allowed for careful user communication and training, minimising disruption and ensuring a smooth transition. The solution supported both corporate credentials and traditional username-password options, catering to a

diverse, mobile user base with varying levels of IT proficiency. This approach delivered a scalable, secure, and user-friendly authentication system, modernising access management while reducing operational costs.

Customer Value Proposition

The new SSO solution delivered significant business benefits for Peritus Health Management. Enhanced security through Multi-Factor Authentication (MFA) and reduced reliance on passwords minimised the risk of unauthorised access, while centralised authentication improved compliance with data governance regulations. Users benefited from a streamlined login process, reducing frustration and increasing productivity, particularly for mobile and field-based workers. Operational efficiencies were realised through a dramatic reduction in password-related support requests, lowering IT costs and freeing up resources. The phased rollout ensured minimal disruption, allowing for a smooth transition that maintained business continuity. By modernising access management, the organisation improved user satisfaction, strengthened customer relationships, and established a scalable foundation for future growth and integration with new technologies.

Project Skills

SSO, MFA, SAML, OAuth, OIDC, Idp, RBAC, Azure AD, AAD Connect, Google Workspace Directory, LDAP, GCDS, API Design, JWT, Postman, SAML-Tracer, Security Architecture, Cloud Infrastructure, Solutions Architecture, Technical Project Management, Agile Delivery Management