Implementing Identity Management Solution for a healthcare client

- A Case Study

Executive Summary

Avancer assisted the client in implementing their identity and access management infrastructure to meet following goals:

- Speedy delivery of access to business users

- Increase business user productivity

- Manage access across on-premises and cloud applications

- Reduce the cost of managing access change, burden on helpdesk team

- Eliminate audit deficiencies and improve audit performance

- Lower the cost of compliance

- Automate manual provisioning tasks

- onboard new applications to identity management platform

Engagement Summary

Highlights

Projects : IAM Assessment, Vendor selection, IAM Implementation, Managed IAM Support(ongoing), Application Integrations,

Industry : Healthcare

No. of Identities : 12000+

Our Role : Assessment, Advisory, System Integrators, Implementation, and support

Challenges

- Need for an IAM system to automate manual Identity management processes.
- Identify IAM requirements for the entire organization
- Streamlined Identity Administration and password management
- Integration with complex healthcare systems like Cerner, Star, McKesson, Spacelab, Imperva, Azure AD and others.
- Role Based Access Provisioning to various target systems
- Auditing/Re-Certification was required to make sure "Who has what access"
- Eliminating manual Provisioning
- Providing certification of resources and entitlements and Role-based provisioning
- Post-implementation support.

Benefits

- Enhancing operational efficiency through online provisioning and self-service password management
- Streamlining identity processes, including onboarding, off-boarding, job role management processes
- Easing new application onboarding process
- Simplifying role-based management, ad-hoc access request management
- Achieving regular access re-certification requirements
- Enhancing reporting capabilities
- Introducing VM-based IDM environment running on Web logic server

Avancer's Solution

- Identifying the product of choice based on number of identity processes, user experience and extensibility
- Employing ADP HR and User Management connectors, AD and AD password sync connectors
- Implementing custom written healthcare related connectors: Cerner, Primes, Kronos, MSOW, Mckesson Star, Credentialing System, Wellogic and other applications
- Assisting the client in extending the product and post-implementation support
- Integrating various internal applications for centralized and single-sign-on access

Key Technologies :

Multiple Active Directories, Exchange, McKesson Star 2000, Cerner Millennium, eClinicalWorks EMR, Citrix Portal, Wellogic HIE, Kronos, MSOW credentialing system integration, ADP, AD, Azure AD, SpaceLab, Provation, EMS Chart etc.