

CUSTOMER SUCCESS STORY: TRUMAN MEDICAL CENTER HOSPITAL HILL



ABOUT TRUMAN MEDICAL CENTER

Truman Medical Center (TMC) Hospital Hill

provides an array of acute care and outpatient services and has the busiest adult emergency room in the Kansas City metropolitan area with more than 60,000 visits a year.

THE CHALLENGE: MANAGING USER IDENTITIES ACROSS VARIOUS APPLICATIONS AND SERVICES

TMC Hospital Hill provides a wide range of health care services, including primary care, rehabilitation, obstetrics and women's health and geriatrics and supports hundreds of employees from doctors and nurses to staff members and interns. In addition to employees, TMC supports allied health services professionals who are associated with the hospital but are not employees, but require access to certain health care applications that are managed by TMC. There are also students and trainee nurses who work at the Center for varied lengths of time, usually 3 months to 3 years.

Each employee, associated professional, and student at TMC works on a variety of projects and/or departments and as a result, has multiple user IDs residing on different identity stores throughout TMC's network. User IDs are the backbone of most system's access security and can be expensive to maintain. Not only did TMC need to be aware of all user IDs to ensure maximum security, but they were paying for each user account, whether active or inactive, that resided on TMC's identity stores.

TMC realized that they needed a comprehensive identity management solution that could integrate all user IDs across the enterprise network, as well as centralize the reporting required of various users and applications to create an efficient mechanism for provisioning users, deleting user access and documenting activity for compliance purpose.

THE SOLUTION – IMAG BY APERE

The IMAG Identity Consolidation Process

IMAG was deployed passively in the TMC network with an IP Address, without any downtime or loss of productivity. TMC was then able to assemble an authoritative list of all employees including last name, first name and email addresses by leveraging IMAG's unique RapidConnector Technology, which emulates the actions performed by an administrator to fetch, create, delete, enable, and disable, as well as password reset, to connect and gather the user information from all key applications in about 30 seconds. *RapidConnector Web™* was used for Cerner Millennium, a healthcare information technology computing platform, McKesson Star, a financials payroll/personnel system, and Lawson Human Capital Management.

Truman (TMC) Challenges

- ▶ Establish a centralized process to provision users across various applications, most of which did not provide external API or client agents for Identity Management. The lack of a centralized process created accuracy, productivity and cost issues. Applications included:
 - Lawson HR application
 - Active Directory
 - Cerner Millennium
 - McKesson STAR
 - Cactus for Residents and Interns
- ▶ Increase security and reduce the per user based license fees. TMC had no means to definitively determine actual valid accounts in each application. Orphan accounts created a security issue and inactive accounts increased the per user based licensing costs for some applications.
- ▶ Monitor and manage audit trail expenses and accuracy for quarterly internal and external reporting. Centralized user management with audit trails and reporting helps meet regulatory needs.
- ▶ Create a centralized password management to enhance security and ensure compliance with regulatory standards, while reducing help desk calls. More than 40% of calls to the help desk were related to forgotten passwords and locked accounts.
- ▶ Integrate all applications with Active Directory for centralized management without downtime or application reconfiguration.

Aperere IMAG Solution

- ▶ IMAG automatically delivered a list of active users per application to be used to differentiate valid and invalid users and established a point location for IT to manage various applications/servers in the enterprise
- ▶ IMAG enhanced the ease of managing users across multiple applications while improving security for regulatory compliance, and maximizing administrative and user productivity.
- ▶ IMAG delivered an immediate return on investment by cleansing orphaned accounts residing in identity stores and significantly reducing the associated licensing fees.

As a result, all users were reconciled by IMAG's unique rule-based reconciliation process, and user identities were mapped with an authoritative list that contained the required user information. And, the reconciliation process provided a reliable view of all active and inactive users within the TMC network, which helped to eliminate orphan accounts residing on different applications.

In addition to consolidating all user IDs, including employees, staff members and associates, under a single unified view, IMAG allowed TMC IT resources to apply different rules from application accounts across user types and to generate the required reports. In addition hospitals are mandated to audit license-usage (applications accessed and utilized) by active, valid users per application. IMAG provided TMC with the ability to generate reports to view users per application from a single location, eliminating the manual process of viewing these reports for each application. IMAG also enabled TMC to determine valid and invalid users in the enterprise so that orphaned accounts could be eliminated. TMC's application licensing agreement is based on the number of users accessing a particular application. Therefore, IMAG enabled TMC to significantly reduce the licensing fees associated with maintaining invalid user accounts

Implementing Password Management using IMAG

Upon completing the consolidation process, TMC now needed a simple and effective framework for centralizing password management. Aperere's IMAG combines the important benefits of identity management with the security framework of password management to deliver a unique and cost saving password self administration technology.

With users across Active Directory, Cerner Millennium, McKesson Star, and Lawson Human Capital now consolidated under IMAG's Password Management process, each would receive an automated reminder to reset their password at pre-defined intervals. When reset by the user, these passwords are then checked against TMC corporate policies including length of (min, max), characters (special, lowercase, uppercase), etc.

In addition, network management personnel at TMC will automatically receive email notifications, while IMAG logs security events, whenever passwords or accounts are changed; significantly enhancing network security at TMC. IMAG also creates an audit trail of all reset passwords for simple and easy quarterly reporting by TMC IT administration, eliminating potential error and an expensive manual process which could take 1-2 weeks of audit preparatory time.

The Results:

As a result of deploying IMAG, TMC was easily able to meet all required compliance regulations such as SOX, HIPAA, GLBA, ISO/IEC 27001 (formerly known as BS 7799) and regulatory standards including IEC 13335-1:2004, ISO/IEC TR 13335-3:1998, ISO/IEC TR 13335-4:2000, ISO/IEC TR 18044:2004 and "OECD Guidelines for Security of Information Systems and Networks", while improving administrative productivity, and significantly reducing IT costs.



The Future

TMC is planning to implement IMAG's self service password management service to allow its employees to reset their passwords easily, if lost or forgotten, increasing overall productivity and reducing the number of calls to their help desk.

ABOUT APERERE

Headquartered in San Jose, California, Aperere was established by a group of experienced techno-entrepreneurs, and has been engaged in creating world-class products dedicated to offering state-of-the-art and yet cost-effective enterprise security solutions. Aperere offers the industry's first Identity Managed Access Gateway designed to address identity and data security issues while significantly reducing the management burden placed on IT staff.



US Headquarters

2635 North First St Suite 212
San Jose, CA 95134
Phone: +1-408-434-1001
Fax: 1-408.434.1002
E-mail: contact@apere.com

India Research and Development Office

Aperere India Pvt Ltd
Plot # 14, Huda Colony
Road # 02, Banjara Hills
Hyderabad - 500 033
Phone: +91-40-44308080
Fax: +91-40-44308