

Cross Identity Case Study

Large Healthcare Service Provider



Introduction

The client is a large healthcare service provider in India and operates a network of hospitals across the country. The group now features over 6,000 operational beds across 23 hospitals, 7 heart centers, 19 primary care facilities across India and an international hospital in the Cayman Islands. The healthcare services spans over 30 specialties, including Cardiology and Cardiac Surgery, Cancer Care, Neurology and Neurosurgery, Orthopedics, Nephrology and Urology, and Gastroenterology.

Business Challenges/Pain Areas

- Lack of seamless access to healthcare applications
- Workflow disruptions due to all the passwords the clinical staff needed to remember to access the patient information
- Non-availability of timely and secure access to healthcare applications impacting patient care/employee productivity
- Challenges in tracking compliance with audit requirements
- Lack of unified experience to business users in accessing applications
- Employee onboarding, transfers and exits was extremely time consuming. Managing 60+ new employee onboarding processes on a daily basis was a challenge

IT Challenges/Pain Areas

- High IT administration overheads in managing end user requests
- Diverse application landscape
- Lack of secure access to business sensitive applications
- Cumbersome to track who has access to what applications
- Cumbersome to track frequency of access to applications
- Large number of service desk calls
- Tracking an average of 67,000+ logins in a month
- Managing user/employee life cycle from entry to exit was very time consuming
- Mapping 50+ user attributes across SAP HR, AD and other applications was a nightmare



Business Benefits

- Eliminated workflow disruptions to clinical staff, improving employee productivity
- Minimized unproductive hours of clinical staff by over 500+ hours in a month
- New employee onboarding time reduced by 90%
- Time consumed during employee exit and/or transfer process reduced by 80%
- License cost savings due to timely release of orphan accounts
- More time available to clinical staff for patient care
- Unified end user experience in accessing applications
- Superior onboarding experience for new employees

Business Objectives

- Implement a solution conducive to the clinical staff workflows, and not let log on's and log off's come in the way of their patient care
- Improve employee productivity

IT Benefits

- Secure access from any web enabled devices
- Reduction in service desk calls by over 70%
- Reduction in cost associated with service desk
- Improved end user experience
- Policy based email reminders
- Mass user enrollment from HR system
- Self-registration prompt post Windows Login

- Efficiently manage user/employee life cycle
- Mitigate the risk of non-compliance



Headquarters
Bangalore

Industry
Healthcare

Solutions Offered
Xpress Sign-On
Xpress Password with
Password Sync
Lifecycle Management

Employees
18,000+

Engagement Year
2015

Business Users
16000+

Key Drivers for Selecting Cross Identity Solution

- Comprehensive IAM solution
- Highly secure and scalable
- Access control and access review features
- Simple and easy to use
- Ease of integration with all existing applications
- Customizable to specific business needs
- Rapid implementation methodology to maximize ROI
- Robust support model (24/7) – with high availability
- Multiple licensing options
- On-premise/Cloud deployment supported

