

# KEYDATA ENGAGED TO HELP LARGE RENOWNED HEALTHCARE PROVIDER EXPEDITE EMPLOYEE ONBOARDING AND SECURE RECORD MANAGEMENT SOLUTION, EPIC

KEYDATA CASE STUDY | HEALTHCARE

## ASSESSMENT AND STRATEGIC GUIDANCE

KeyData carried out a stakeholder-focused Identity and Access Management (IAM) and Privileged Access Management (PAM) current state assessment. After identifying the client's priority needs and pain points, we developed a strategic roadmap with recommendations for improvement that addressed disparate identities, access delays, data gaps, process inefficiencies and poor end-user experience.

## IMPLEMENTATION EXECUTION

Within the first eight months, KeyData implemented best-of-breed IAM ([SailPoint](#)) and PAM ([BeyondTrust](#)) solutions to enable clinical staff fast and secure access to patient data. IAM processes were streamlined to improve efficiency, end-user experience, and risk mitigation controls. The implementation required complex data management and data clean-up, consolidation of identity data from various repositories, and integration with several core systems, including Epic and a Learning Management System. One of the key benefits of the implementation was to resolve the delays in granting critical care staff their requisite access to systems and data. More specifically, to eliminate labor intensive and manual access management. KeyData is continuing to provide ongoing support for the multi-phase IAM/PAM roadmap.

## AT A GLANCE



### COMPANY:

World-Renowned Health Care Provider



### LOCATION:

North America



### EMPLOYEES:

14,000



### CHALLENGE:

As one of North America's largest research-intensive healthcare providers, the client was looking to streamline their on-boarding process for its large base of employees, residents, volunteers, etc., implement Epic, an e-health record management solution, and modernize its legacy IAM solution to securely integrate with Epic.



### SOLUTION:

SailPoint (IAM) and BeyondTrust (PAM)



### SERVICES PROVIDED BY KEYDATA:

- Conducted IAM & PAM current state assessment
- Developed IAM & PAM target-state architecture, strategy, roadmap and implementation plan
- Implemented supporting technologies
- Designed improved target state processes for IAM and PAM

## RESULTS



*Improved* and *streamlined* IAM processes and management of privileged users.



*Increased* visibility into access and *efficient* approval-based access for critical clinical systems.



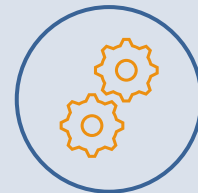
*Compliance* with personal healthcare information privacy regulations and requirements.



*Faster* and *secure* onboarding of users (physicians, residents, and fellows) and *automated* deprovisioning of terminated users.



*Implemented* role-based access control and segregation of duties between clinical physicians and medical researchers.



*Reduced* operational risk through enhanced controls.

## ABOUT KEYDATA

Founded in 2005, KeyData has been serving clients for **over 16 years**. KeyData is a recognized North American leader in cybersecurity services, specializing in Identity and Access Management (IAM), Customer Identity & Access Management (CIAM), and Privileged Access Management (PAM). We are committed to providing the best customer experience with every interaction. We strive to offer pragmatic advice that will help organizations protect their assets and maintain a safe and secure environment in which to operate. To learn more, visit our [website](#) for more information or [contact us](#) to get in touch.

- ✓ IAM is our core business
- ✓ Consulting, implementation, managed services
- ✓ Serving Large Healthcare Providers in North America
- ✓ Large enterprise client base
- ✓ State-of-the-art IAM technologies certified