

# Healthcare Provider Improves Security and User Experience with Unified Identity Management

A large American healthcare application services provider reached the limits of its internal authentication and user management application and engaged IDMWORKS to design a modern identity management approach. IDMWORKS experts guided the SaaS-based provider through a strategic review that led to the adoption of a unified consumable identity and access management (IAM) service built on ForgeRock, now part of Ping Identity. The new infrastructure secures and modernizes authentication, improves the user experience (UX), and facilitates compliance across multiple environments spanning 10,000 customers including more than 1 Million users.

## Overview

Rapid growth through mergers and acquisitions (M&A) left dangerous gaps in the SaaS-based healthcare provider's identity management infrastructure. Customers and employees experienced long delays in onboarding, multiple usernames and passwords across applications, while evolving regulatory landscape put customer contracts at risk.

The leadership team reached out to IDMWORKS to design a modern SaaS-based consumer IAM (CIAM) infrastructure that would maximize visibility and streamline the user login and administration processes simultaneously. IDMWORKS IAM experts brought the vision, expertise, and customer-centric approach needed to define and simplify the company's complex identity challenges and consolidate identity management around the Ping Identity platform.

## The Challenge: Complexity

A by-product of the healthcare provider's growth strategy, the company maintains more than 60 unique applications, many with unique identity creation and verification workflows. Some did not support SAML and other modern authentication technologies, and the legacy authentication service did not support single sign-on.

Patchworked IAM and slow onboarding put data, customer loyalty and new revenues at risk. Some employees juggled up to 15 username/password combinations while customers waited up to 10 weeks to receive new credentials. The complexity also led to dangerous workarounds like security teams manually white-listing customers since existing authentication methods did not support adaptive risk or MFA.

Last but not least, the company's outdated authentication system failed to deliver the visibility needed to comply with modern best practices for safeguarding customer data. The SaaS provider needed to implement secure, user-friendly identity management that would scale into the future — and they needed to do it quickly and securely.

## At a Glance

**Sector:** Healthcare

**Region:** U.S.

### Challenge:

Adopting a modern identity management infrastructure that would bolster security, improve compliance, and deliver a better login experience to 10K+ users.

### Solution:

A modern, scalable CIAM infrastructure designed by IDMWORKS based on unified identity management from Ping Identity.

### Benefits:

- 100% visibility of identities across hybrid infrastructure
- Unified user login experience across multiple environments obtained via M&A
- Delays in creating new identities eliminated
- Streamlined audit trails for demonstrating compliance with HIPAA, SOX, PCI, etc.
- Help Desk calls reduced 50-75%



## The IDMWORKS + Ping Identity Solution: Consolidation & Automation

IDMWORKS strategic IAM advisors guided the leadership team through an in-depth advisory engagement review to prioritize business drivers and benchmark existing capabilities. The team identified gaps and presented a plan for building a modern identity infrastructure that would solve problems quickly and scale to meet future identity needs.

After the advisory engagement, IDMWORKS presented the internal team with detailed findings and requirements and proposed consolidating IAM around a unified solution such as the Ping Identity platform. The provider conducted its own due diligence with a short-list of potential vendors and came to the same conclusion.

Security executives chose Ping Identity based on the breadth and depth of the platform, the team's unique insight into challenging use cases, and the company's elite reputation for world-leading cybersecurity innovation. The Ping solution also features a flexible API-led approach that allows the provider to tailor new services to partner and customer needs.

Having chosen the platform that "can do it all," the company stands to achieve significant cost, performance, and operational efficiencies out of the gate:

- Aggregation of application logins to a common model with access from a single interface
- The Ping Identity platform combines access management, identity provisioning, directory services, general cloud security, and other critical controls
- The APIs allow easy, one-click onboarding with support for SSO and a better developer experience
- Fewer username/password combinations improves the user experience while avoiding risk
- Multi-factor authentication (MFA) and future passwordless login bolster application security
- Self-service lowers operational overhead

Next, IDMWORKS scoped the project and devised a detailed rollout plan to upgrade the IAM application. The first phase would tackle the high-profile, business-critical applications that spanned multiple environments. The team would then extend benefits to thousands of users at a time with the Ping Identity platform and APIs onboarding services running on up to 1M plus desktops.

## The Result: Less Risk with Less Cost

IDMWORKS and Ping Identity worked closely with the security team to design and drive the implementation of an agile new CIAM solution. Its new infrastructure "takes the company out of the business of managing identity" by consolidating workflows and allowing customers to manage their own identities.

As the deployment scales, the Ping Identity platform delivers end-to-end visibility into user access to the provider's 60+ applications. These enhanced capabilities facilitate compliance with HIPAA, Sarbanes-Oxley (SOX), Payment Card Industry (PCI), and other regulations for securing privileged data.

The Ping Identity solution also reduces the burden on internal operations. The platform dynamically creates new username/password combinations and supports SSO access to multiple applications, a requirement for some customer contracts. Self-service and fewer credentials also eliminate the bulk of the 10,000-15,000 password requests in the Help Desk fields each month – 50-75% of the total calls.

This U.S.-based healthcare application provider's modern IAM practice leverages innovation and partnership to strengthen its security posture against cyber threats to modern healthcare. Now more than ever, that means a powerful advantage as leaders look to the future.



### About IDMWORKS

IDMWORKS is an industry-leading identity and access management (IAM) solutions provider. Since 2004, we have been dedicated to securing businesses and enabling interactions with their customers, partners, and employees driving transformative growth. Complex identity challenges are simplified through our team's vision, expertise and resilience ensuring strategic outcomes are successful. Our deeply knowledgeable and customer-centric experts have been leading the ever-shifting IAM industry for nearly two decades, positioning us to deliver cutting-edge cyber security solutions.

### About Ping Identity

Ping delivers unforgettable user experiences and uncompromising security for any type of user. From anti-lock-in integrations, out-of-the-box best practices, and innovative services from decentralized identity to AI-driven governance and fraud prevention, Ping is the one-stop shop for game-changing digital identity.

