

Global healthcare organization achieves cross-functional identity management*

Client's challenge

Information security is positioned at the forefront of issues challenging healthcare companies daily. Access to business-critical applications must incorporate strict controls while granting easy access to authorized users. A healthcare organization that provides medical imaging, diagnostics, patient-monitoring systems, disease research, drug discovery, and biopharmaceutical services in more than 100 countries needed a standardized identity management and user-provisioning system. The client's existing system, developed in-house, was inadequate to meet expanded regulatory and security requirements for diverse critical applications and resources.

The client sought an identity-engineering system that would enable it to:

- Allow timely and secure access (provisioning) and termination (deprovisioning) for application users.
- Implement a centralized, auditable, and simplified application request process.
- Integrate workflows for regulated applications, base account access, and additional infrastructure access.

PricewaterhouseCoopers' Advisory solution

During a two-year engagement, PricewaterhouseCoopers (PwC) tailored proven methodologies to develop a provisioning system that would enable deployment of a standardized identity-management (IdM) solution across multiple business processes. For the initial phase, PwC worked with a business partner to implement a Java-based IdM program. The PwC engagement team then analyzed legacy-system provisioning and deprovisioning processes and redesigned and improved them before integration with the IdM product. PwC additionally integrated dozens of Sarbanes-Oxley compliance and business-critical applications into the IdM infrastructure.

Work progressed through requirements gathering, design, implementation, user testing and acceptance, and post-implementation support, to address the following issues:

- Strategy and planning
- Project management
- User provisioning and management
- Password management
- Process modeling and design
- System review and optimization
- Regulatory compliance
- Functional and technical training
- Operations, maintenance, and help-desk support

PwC provided the client with a flexible, scalable solution to support incremental expansion to other critical resources.

Impact on client's business

The client deployed a centralized identity management solution that improved user provisioning and deprovisioning. Productivity increased as the new IdM system allowed the client to:

- Automate many tasks that had required manual administration.
- Manage contractors more efficiently and securely.
- Provide a single portal for end users of mission-critical applications.

Additionally, the user-management solution improved the client's control structure and regulatory compliance as it centralized user access to sensitive resources.

Because of the flexibility and expandability PwC built into the IdM solution, the client was able to successfully expand the IdM portal to include additional applications and system requests after the engagement ended. Furthermore, the client showcased the new solution as a model for efficient and effective IdM implementation for additional business units.

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