

# SUCCESS STORY

## A PRESTIGIOUS HEALTHCARE SERVICE PROVIDER

The company selected IDM Technologies to establish a robust Identity Governance framework to primarily address complex workforce access requirements, seamless clinician access, and handling critical access to sensitive medical documents.

### Overview

The Company has emerged as the premier healthcare leader across the Middle East and India. As one of the largest and fastest-expanding conglomerates in the MENA region, The Company offers comprehensive healthcare services.

### Business Challenges

- ✓ Scattered user base (Employees/Contractors) 20K+. Multiple hospital and business units managed.
- ✓ Securing access to critical medical documents and applications.
- ✓ Challenging workforce access requirements, Manual role assignment & conflicting rights.
- ✓ Localized password and password policy for each application and system.
- ✓ Delayed clinician access and manual processes.
- ✓ Challenging remote work requirements including multiple 3rd party solutions.
- ✓ Manual audit and compliance processes with manual and delayed removal of high-risk.

### The IDM Solution

- ✓ AI-driven identity security to enable secure and compliant access to critical healthcare systems.
- ✓ Role-based access for all and Approval based access control for critical apps
- ✓ Segregation of Duties implemented for conflicting access.
- ✓ Centralized and single password provisioning to all integrated apps.
- ✓ Well-defined role matrix to have a clear access structure based on organization rules.
- ✓ Fine-grained access control (Least privilege principle) to Remote Access Apps.
- ✓ Certification & Attestation including automatic remediation processes to remove unaccounted access

### Key Results:

- ✓ Reduced access creation time to ensure users have immediate critical access with runtime monitoring of over privileges using AI.
- ✓ No Human errors and the highest moderation of access rights.
- ✓ No conflicting roles or unaccounted access to systems.
- ✓ Heavily reduced risk of password theft and simplified management.
- ✓ Quicker access to clinicians due to intelligent automation.
- ✓ Plug-and-play access along with augmented user authentication & authorization controls.
- ✓ Achieved all industry-level security standards & complex regulatory requirements along with AI-driven automatic clean-up of access.