



Simplicity of identity and authorization management and data protection in Hospitals cluster environment



Challenges:

- > Comply with regulations and strengthen IS security
- > Simplify identity and authorization management in a multiple legal entities context
- > Simplify access to the IS for agents (multiple use smartcard) to facilitate their mobility

Solutions:

- > Avencis Hpliance
- > Avencis SSOX

Benefits:

- > Regulatory compliance and data privacy
- > Real agility of the IT department
- > Staff mobility in full confidence



We needed an identity management solution that would allow us to automatically provision all our business applications and take into account the most demanding identity management constraints. This is what Avencis Hpliance allows us to do, without any further development, thus promoting a real agility.

Francis Breuille

CIO and Lead Director of the Women-Children's Surgery Division



Challenges

Two hospitals* in Normandy, France, share both IT department and management and together have over 2,000 employees. With a third hospital, they form the "Centre Manche" Hospital cluster. When it was opened in 1956, one of the hospitals was considered one of the most modern hospitals in Europe and remained focused on innovation ever since.

In 2009, a roadmap was launched in order to create a single information System among the hospitals in the cluster. A master plan was set up for the first 6 years of IS development, including an authentication project for both entities, thus involving a multiple legal entities issue. A single Electronic Patient Record (EPR) was deployed for these two entities. Today, the IT department manages a park of more than 1,500 workstations, including 400 Patient Health Terminals in the patient's rooms, allowing patients to access various recreational contents and healthcare staff to access their work environment.

The need to comply with the French healthcare privacy decree and strengthen the IS security, combined with the desire to simplify access to the IS for agents by facilitating their mobility (via a multiple use smartcard for example) has led the IT department to implement an identity and access management solution.

The solution

After a 6-month monitoring phase (including technical feasibility, functional feasibility and regulatory studies.), a call for tender led the CHM to select Avencis Hpliance for identity management and Avencis SSOX for access management. because of their functional coverage (functionality and interface) but also for the cost optimization resulting from choosing a single vendor.

Within the Hospitals cluster, a second master plan is now in progress with the goal of synchronizing the information system with yet another hospital, by deploying Systancia's IAM solutions.

*Centre Hospitalier Mémorial France États-Unis de Saint-Lô (CHM) and CH de Coutances

Regulatory compliance and data privacy

By implementing the Avencis Hpliance and Avencis SSOX solutions, nominative access to the IS have been generalized. From now on, everyone can access their work environment via their dedicated credentials. The eradication of generic accounts allows to improve the traceability of access and, in turn, the security of access to the IS. In parallel, the CHM has decided to deploy multiple use smartcards to manage the staff's access rights and in particular access to the IS. The coupling with the SSO solution, Avencis SSOX, allowed to implement strong authentication via this smartcard, in order to strengthen the security of access without constraints for the user.

Real agility of the IT department

For Francis Breuille, CIO and Lead Director of the Women-Children's Surgery Division, the centralized management of identities and authorizations was one of the major objectives. In this multiple legal entities context, based on multiple repositories, deploying the IAM solution, Avencis Hpliance, allowed to centralize and significantly simplify the management of identities and authorizations. The automation of the provisioning of 140 applications, from Electronic Patient Record to nursery management software, in a native way, allows today to reduce the time required to manage secure access to the IS in a significant way. An economy that Mr Breuille estimates at around two FTEs.

Systancia was able to meet the needs of the hospital regarding the following key points mentioned by Mr Breuille: *"We needed an identity management solution that would allow us to automatically provision all our business applications and take into account the most demanding identity management constraints. This is what Avencis Hpliance allows us to do, without any further development, thus promoting a real agility."*

Staff mobility in full confidence

All the entity's agents have a multiple use smartcard that allows them to manage their access rights to the IS, access the car park, pay at the cafeteria, access the various hospital services, get their printouts, etc... The entity smartcard containing the person's photo, surname, first name and occupation has also become the usual means of identification, since names are no longer embroidered on the gowns. Concerning access to the IS, after a first connection where credentials are required for the different applications, agents have full mobility for 8 to 12 hours. Only the pin code of their smartcard is required to access all their applications regardless of the access device they are using.

Francis Breuille highlights the following point: *"The coupling of the smartcard with the access management solution is extremely important to us in many ways."* Indeed, it simplifies access to the IS and all the hospital's resources, for better mobility within the entity and a significant time saving.

The IT department wants everyone to be able to manage their work environment in complete mobility, via their authentication smartcard. The teams are deploying Systancia's VDI solution, AppliDis Fusion, so that by authenticating themselves with their smartcard, everyone can access their work environment regardless of the device used and their location in the Hospitals cluster's facilities.

About Systancia

At Systancia, we value ingenuity to innovate. We blend application virtualization, cybersecurity and artificial intelligence to create unique, award-winning and certified solutions. Behind every workplace, there is a person who deserves to be empowered and trusted. This is our belief and our goal. This is why hundreds of public and private organizations choose Systancia, to unlock the potential of everyone, in full trust. With all our R&D in France, we sell our application virtualization (VDI), private access (VPN), privileged access management (PAM) and identity and access management (IAM) solutions across the globe, with our valued partners.