Narayana Health (NH) is a chain of multi-speciality hospitals, heart centers, and primary care facilities with its headquarters in Bengaluru. It is one of the top healthcare companies in India,

To improve fluidity in IT systems and security within the company (in order to, ultimately, provide better patient care), NH decided to invest in Identity and Access Management. NH chose Ilantus Technologies to source the solution and for the implementation.

Unique Challenges

In their IT environment, NH was experiencing numerous challenges.

- There was a lack of seamless access to healthcare applications
- There was a lot of workflow disruption due to all the passwords clinical staff needed to remember to access the patient information.
- The non-availability of timely and secure access to healthcare applications was impacting patient care and employee productivity.
- Tedious manual process of onboarding users into the HR system
- Excess resources involved in manual user lifecycle management
- Challenges in tracking access compliance for audits

To solve these issues, NH asked Ilantus to implement state-of-the-art SSO and Password Management in their IT environment, as well as basic Access Governance. The implementation went smoothly.

A Unique Solution

The SSO technology now provides simple single-sign-on which allows NH employees to access all their different apps with a single login. Uncommon and homegrown apps were also integrated into the single-sign-on system without incident. The solution has reduced app-access times and improved employee productivity for NH by more than 80%.

Email: inquiry@ilantus.com
Phone (US): +1 888-260-6726
Phone (India): +91 636-161-4717,
+91 808-843-2938

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Password management in its most basic and essential form was also introduced into the IT environment of NH. This essential form is self-service password resets for employees that eliminates live help-desk costs. But other problems were solved too. Passwords for apps like Oracle Business Suite now sync with the SSO and AD databases when they are changed locally in the app. This has streamlined NH's IT system and has brought process, order and security.

The Access Governance and User Lifecycle Management modules that were introduced brought capability, intelligence and automation to user provisioning. Birth-right provisioning (new users being given access rights to appropriate apps based on job-roles), access requests and approvals, along with access reviews and automated suspensions and terminations when accesses were no longer appropriate or required, are all now part of the seamless IT security environment in NH. New employees are now automatically onboarded into the company's Active Directory as and when they are enrolled into the HR system.NH IT admins can now also make more informed decisions about employee access rights with the notification engine that comes with the solution (which keeps track of all provisioning events.)

Notable Improvements

In terms of business benefits, of note is the minimization of unproductive hours for clinical staff which have reduced by over 500 every month. Significant cost savings on software licenses owing to timely orphan account terminations is also being experienced. The greatest benefit, however, are the resources that have been freed up due to all the automation which can now be made available for improved patient care (instead of dealing with the hassles of lost passwords, insufficient employee accesses, etc

More is sometimes better

Encouraged by the success of this implementation, NH wants to implement more comprehensive modules and move their IT security environment to the public cloud.

Specifically, NH is looking for more granular access governance with full-featured birthright provisioning (enabling new employee access to various apps based on very specific criteria instead of just job-roles), along with metrics and analytics-driven decision-making guidance. Segregation of duties is also a concern and NH wanted the power of information through notifications when a 'toxic combination' was being requested by an employee (for instance, access to writing cheques as well as validating them, which could result in serious breaches and significant loss to the company) in order to control accesses more safely.

NH's IT security environment is in for an even bigger boost once the advanced modules in governance and provisioning, offered by Ilantus, are implemented.

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