

US Healthcare Organization selected SafeNet Trusted Access to modernize their Authentication and Access Management

Summary

A large US-based healthcare organization, with 30,000 employees, migrated to SafeNet Trusted Access to benefit from **modern authentication, cloud efficiency and as part of a strategic cloud transformation initiative.**

Background

This healthcare organization offers health insurance and care to nearly two million insured members across the United States. The 30,000 employees are mainly doctors, clinicians, nurses and medical assistants working in clinics and hospitals. In addition, many external contractors and temporary workers are involved in the insurance and care activities.

Customer Needs

The IT department faced three challenges:

1. Needed to move progressively to the cloud

They planned to migrate part of their IT resources to the cloud (e.g. Microsoft Office 365), while their very sensitive patient data stayed on premises.

2. Improve the user experience

Many users, such as doctors, were asking for a simpler and more convenient way to authenticate.

3. Stay HIPAA compliant

The Health Insurance Portability and Accountability Act (HIPAA) sets the standard for sensitive patient data protection. Companies that deal with protected health information (PHI) must have physical, network and process security measures in place and follow them to ensure HIPAA compliance.

IT was seeking a solution that enables HIPAA compliance, including for data hosted in the cloud.

The solution

The Healthcare Organization selected Thales SafeNet Trusted Access as its **central cloud authentication and access management platform** to secure access to their on-premises and cloud IT resources (Microsoft Office 365, VPN, PAM, CASB and healthcare electronic medical solution (EPIC)).

Benefits for the organization

Maintain business continuity and expand protection to cloud resources.

Advised by Thales IAM experts, the organization deployed SafeNet Trusted Access in two phases.

The first phase was designed to maintain business continuity while the company migrated from a legacy MFA product to SafeNet Trusted Access. End users were able to continue authenticating using their old tokens and were invited to enroll new tokens progressively and gradually.

In a second phase, IT expanded STA usage to conditional access and Single Sign On for cloud apps like Office 365.



Improved User experience

Thanks to the self-activation workflow directly accessible from the service login page, medical staff were able to quickly activate their new SafeNet MobilePASS+ authenticator when needed. By activating biometry on their device, they were able to authenticate by approving a simple push notification and fingerprint or facial recognition.

Employees with elevated privileges, like IT Administrators, are using hardware devices and external consultants are using Pattern Based Gridsure – a software browser-based authenticator that requires no installation on the device

Facilitate HIPAA compliance

Thanks to granular conditional access and highly secure two factor authenticators, the healthcare organization complies with HIPAA regulation and is able to prove compliance with centralized authentication and access logs.

Reduced costs

The organization replaced two on premises MFA and SSO products with one central SaaS solution from Thales, enabling them to save considerable license, support and maintenance costs.

About SafeNet Access Management and Authentication Solutions

Thales's industry-leading Access Management and Authentication solutions let enterprises centrally manage and secure access to enterprise IT, web and cloud-based applications. Utilizing policy based SSO and universal authentication methods, enterprises can effectively prevent breaches, migrate to the cloud securely and simplify regulatory compliance

About Thales

The people you rely on to protect your privacy rely on Thales to protect their data. When it comes to data security, organizations are faced with an increasing number of decisive moments. Whether the moment is building an encryption strategy, moving to the cloud, or meeting compliance mandates, you can rely on Thales to secure your digital transformation.

Decisive technology for decisive moments.

Key Takeaways

- Thanks to automated provisioning, thousands of employees migrated in two weeks while ensuring continuous secure access to apps and services
- The organization now offers convenient simplified access to cloud apps with conditional access and adaptive authentication
- The use of a single authenticator to access on premises and cloud apps ensures a convenient and optimized user experience
- A broad range of authentication options that support diverse user contexts, ensure different types of users can authenticate wherever they are, on any device