

Case Study: Healthcare
**Hospital Group
Transitions to Cerner
- Without a Hitch**



Identity & Access Management Program Preserved

Business Challenge Summary:

Converting to a different Health Network Architecture (HNA) solution is a huge undertaking for a healthcare organization, with many considerations. When our client, a leading operator of general acute care hospitals in the U.S., decided to transition to Cerner, they turned to the GCA team to ensure their Identity & Access Management (IAM) program would be preserved in the new system.



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Overview

Project Scope:

Our client had made a significant investment in their Identity & Access Management (IAM) program. They had successfully automated user access and were reaping the benefits of IAM. When they decided to switch to the Cerner Millennium platform, they needed expert help to ensure a smooth transition to keep their IAM intact.

Project Approach:

Our consulting team worked closely with our client and the local Cerner team to enhance the standard Micro Focus NetIQ connector to suit our client's complex environment and 60,000+ users. We were given 90 days to complete the project and create a connector that would work seamlessly with the new system.

Project Results:

The project was completed on time and on budget. With our help, our client was able to deploy Cerner without incident. We used a phased approach to minimize business disruptions, starting with five pilot sites and adding more as the IAM connector was proven to be effective. The full implementation of 220 locations went off without a hitch.



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Situation

Preserving Identity & Access Management a Top Priority

Our client, a leading operator of general acute care hospitals, had invested significantly in their IAM program and was reaping the benefits of lightning-fast, automated provisioning and de-provisioning for applications, quick turnaround on escalated privilege requests and readily-available data for compliance audit reporting. With their more than 60,000+ users and 200+ locations using IAM already through Micro Focus' NetIQ Identity Manager solution, they had come to rely heavily on their IAM program as an integral part of their operations.

When it was determined that they would transition to the Cerner Millennium platform there were numerous IT considerations, but a key factor was identity management. They needed to connect Cerner to their IAM tools, and the implementation needed to be seamless. In addition, while the entire project was going to be a huge undertaking for them, their timeline only allowed 90 days to develop and test the connector. They recognized immediately that they didn't have the in-house expertise with IAM for such a complex project on a tight timeline, and turned to our team of experienced IAM consultants for assistance.

GCA Offers the Following Solutions:

- Identity & Access Management
- Privileged Access Management
- Access Governance
- Single Sign-On
- Multi-Factor Authentication
- Security Information & Event Management
- Web Application Security
- Enterprise Mobility Management
- Database Activity Monitoring



We enable and secure access to business data by managing your digital identities.

Approach

Connecting IAM and Cerner Requires IAM Expertise and Diligence

Our consulting team had been managing the client's IAM program for several years, and was intimately familiar with the workflows and business logic that powered their IAM program. Over the years, IAM at their site had been tuned to not just centrally manage access to data and applications, but to provide users with quick and easy access to the tools they needed to perform their jobs. To get started building the connector, our team set out to better understand how the Cerner platform worked and determine their approach to enable IAM functionality. We were given three months to complete the project and deliver a connector that would work seamlessly with the new system.

Collaborating closely with our client and the local Cerner team, our consultants enhanced a standard Micro Focus NetIQ connector to suit our client's large population of users, using the Service Provisioning Markup Language (SPML) webserver API as a framework. The team used their knowledge of the client's complex environment to create multiple connectors to the Cerner platform. They developed a comprehensive connector solution that cross-referenced numerous objects such as roles and responsibilities tables with position, group and geographic data to ensure that each user would be provisioned correctly with the new Cerner deployment.



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Results

220 Locations Transitioned to Cerner with Full IAM in Place

Our team completed the project well within the 90-day window that our client needed to support their transition to Cerner, and in line with their budget requirements. We worked with our client to design a plan for the Cerner rollout, using a phased approach to minimize business disruptions. We started by deploying to five pilot sites, which all went off without a hitch. Users at those five sites were able to use their existing credentials to access the new Cerner applications. Functionality for provisioning, de-provisioning and requests for temporarily escalated privileges functionality using Micro Focus NetIQ Identity manager were all working seamlessly on day one. 25 additional sites soon followed; all without incident. More were added until all 220 of their locations (including hospitals, clinics and offices) were transitioned to Cerner.

Our IAM consultants' deep knowledge of our client's environment and IAM program, coupled with their passion for solving complex IAM challenges for our clients, gave us the ability to create a complete connector solution in short order. With our team's expert assistance and commitment to the project, our client could proceed with their deployment of the Cerner Millennium platform with the confidence that their IAM program would be fully functional.