TOOLS4EVER
IDENTITY GOVERNANCE & ADMINISTRATION

UMC UTRECHT

DIGITAL WORKPLACE AT UMC UTRECHT CALLS FOR QUICK AND STRONG AUTHENTICATION

EXECUTIVE SUMMARY

CUSTOMER
UMC Utrecht

PROBLEM
Ensuring a quick and secure login process is one of the key requirements of the new digital workplace that UMC Utrecht intends to offer its staff. To make this possible, the academic hospital decided to look for a solution that matched the wishes of its organization.

SOLUTION
Tools4ever's E-SSOM facilitates a quick login process and makes it possible to take an active session to another workstation (Follow Me). UMC Utrecht has also been using Tools4ever's Identity & Access Management solution UMRA in support of its user account management.

PRODUCTS
UMRA
- Helpdesk Delegation (HD)
- Auto User Provisioning (SRC)

E-SSOM
- Automated Login (AL)
- Authentication Management (AM)
- Virtual Desktop Automation (VDA))

CONNECTORS
SAP HR

RESULT
A quick and secure login process that ensures the safety of patient data and leaves hospital staff more time to provide care to patients.

The University Medical Center Utrecht (UMC Utrecht) is one of only two Dutch hospitals to be accredited by Joint Commission International (JCI). This organization certifies hospitals and other healthcare institutions that score high in the areas of quality of care and patient safety. Erwin van den Heuvel, Strategic Advisor ICT at UMC Utrecht: "JCI is an absolute frontrunner in the field of accreditation and certification. As participants in this scheme, the quality of our care is continuously monitored, so that we are always alerted to areas of improvement." One of these points of improvement in the past year has been the roll-out of the 'digital workplace'. "In our view, the digital workplace means employees have access to the network anytime, anyplace, and from any device," explains Erwin van den Heuvel. "However, this access should be both quick and secure."

LOGINS AND FOLLOW−ME SESSIONS

To facilitate a quick and secure login procedure, UMC Utrecht selected Tools4ever's E-SSOM solution. Erwin van den Heuvel explains the rationale behind this choice: "Tools4ever offered the best price-quality ratio with E-SSOM, and the proof of concept we performed demonstrated that this software solution optimally matched our wishes. Added to which, we have been using Tools4ever's UMRA solution for over 10 years, and have good experiences with this vendor." E-SSOM will be implemented in all care workplaces where the work and time pressure are high, such as in the emergency department. Card readers are linked to the existing workplaces, so that care providers can quickly log in to their Windows account using their smart card and a 4-digit PIN code.

After logging out (by swiping the card through the reader), the care providers can take the active session with them to another workplace at the hospital thanks to the use of a Citrix environment and E-SSOM's VDA module. "During consultations of only 15 minutes, any time gain is a plus," comments Erwin van den Heuvel. "Every minute a physician or nurse has to spend logging in and out of workstations is time not spent on the provision of care. In the past, people tended to refrain from logging out with a view to achieving time gains, but this was highly undesirable, particularly from the perspective of security and the JCI accreditation. Staff are now automatically logged out when they swipe the card through the reader."

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ERWIN VAN DEN HEUVEL, STRATEGIC ADVISOR ICT AT UMC UTRECHT:

MIGRATION TO A WINDOWS ENVIRONMENT

The migration to the digital workplace follows in the wake of various infrastructural renovations that UMC Utrecht has undergone over the past few years. The parting shot for this was given in 2005, when the hospital switched from a Novell to a Windows network environment. Back then, the hospital looked for a solution that offered the possibility to automatically create and remove user accounts in the Windows network. The lead times for creating a user account were approximately 14 days, which resulted in a shower of complaints with the Direction of Information Technology (DIT). UMC Utrecht decided to purchase UMRA, Tools4ever's Identity & Access Management software and use it as a centralized solution for creating and disabling user accounts. Using the default URMA web forms, a user account with the correct name and care profile can be requested. Upon approval, the request is activated by DIT, upon which UMRA will virtually immediately create an account in the Active Directory.

SAP HR CONNECTOR

"The UMRA implementation was subsequently expanded in 2009, when we introduced SAP ERP in our organization. This solution also comprised SAP HR. UMRA offers a connector with SAP HR as source system, offering us the ability to handle the process of employees entering and leaving service or changing roles even more effectively. For this reason, we decided to use this connector. By using SAP HR as our source system, we can now ensure that new hires who are added to SAP HR are directly assigned a network account, while employees who leave the organization are barred from access to important data", comments Erwin van Heuvel.

In 2011, UMC Utrecht replaced its existing hospital information system by Chipsoft's EZIS suite. Currently no UMRA connector is available for CS-EZIS, so that this is still a wish for the future for the hospital. "You could say that UMRA has grown up with us. The software has helped us set up our processes in such a way that minimal human intervention is required. This prevents errors and allows us to fully focus on the quality of care and patient safety. E-SSOM also has allowed us to make major progress towards achieving our vision of the digital workplace", concludes Erwin van den Heuvel.
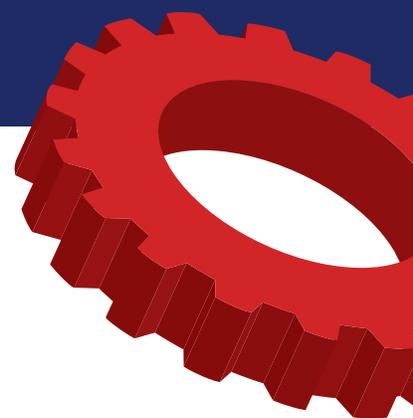
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