SUCCESS STORY | IDENTITY AND ACCESS MANAGEMENT

Modernizing Healthcare: How Aujas and SailPoint ISC Power IAM Transformation

About The Client

One of the five largest hospital chains in the US. With a presence across 20+ states, the organization operates more than 120+ hospitals and over 1,000 care sites. Their mission ensures surgeons have timely access to operating rooms, nurses can retrieve life-saving medications, and that access is tightly controlled to safeguard patient privacy.

Key points about the Health Network Organization are:

Size and Reach	Impact	Technology Focus
Over 300,000 employees and contractors, with diverse services spanning hospitals, outpatient centers, home health, hospice, and long-term care.	This hospital chain helps over **26 million patients a year, with their emergency room alone caring for 3.9 million patients.** Patient care is a top priority, and they are nationally ranked for the high quality of their services.	The leadership of the hospital chain recognized their legacy, on-prem IAM technologies were not equipped to handle the world of evolving threats that healthcare faces today. They chose to partner with two industry leaders – SailPoint and Aujas – to **implement SailPoint's Identity Security Cloud and modernize their IAM program.**

Transformation from On-Prem IAM to ISC

Before moving to the cloud, the Health Organization utilized an on-premises, legacy IAM solution.

Challenge

- Leadership gave the project team a deadline of four months to migrate from on-prem to the cloud.
- An access request system, containing tens of thousands of entitlements, had to be swiftly migrated.
- The solution had to be able to directly provision and create ServiceNow tickets for requests.
- The solution required custom approval paths depending on the requested entitlement along with custom notifications to the respective audiences.
- The solution needed to support IAM features like Joiner, Mover, Leaver, Access Certifications, and Policy Enforcement.

Solution

- Aujas, SailPoint, and the client worked in worked in lock step to achieve the aggressive goals.
- An agile approach was adopted. A key to the program's success was robust governance, including regular meetings with the hospital's project team to ensure alignment and progress.
- SailPoint's out-of-the-box migration services alongside Aujas' custom accelerators were leveraged to reduce time to value.
- End users were engaged throughout the process to ensure their feedback was incorporated and that the solution would meet all requirements.

Outcome

- In a span of four months, the team was able to fully migrate their on-prem solution to SailPoint ISC. This allowed 300,000+ users to request access in the new, cloud-based system.
- Over 15,000 entitlements successfully migrated as part of the effort.
- This was a mission critical project, as it gave doctors and nurses the access, they need to do their life-saving work.
- Applications were onboarded using SailPoint ISC's extensive direct connector library.
- Lifecycle events to ensure new employees have the proper access and terminated employees have their access removed were developed as a fast follow.

Why Aujas?

We are the trusted partner supporting SailPoint ISC for hospital systems, leading U.S. pharmacy chains, and drug discovery companies. We understand healthcare—its complexity, its legacy systems—and our experts specialize in securing it using SailPoint ISC's cutting-edge technology.

Aujas is a global cybersecurity consulting firm. We have over a decade of experience working with our clients to harness SailPoint's market-leading capabilities to reduce enterprise risk and increase efficiency.

About Aujas Cybersecurity

Aujas Cybersecurity - A NuSummit Company, helps build and transform cybersecurity postures to enable businesses to mitigate risks. We are a pure-play cybersecurity services company with deep expertise in Identity and Access Management, Risk Advisory, Security Verification, Managed Detection and Response, and Security Engineering services. Our unique products and services help businesses build and transform security postures while mitigating risks. Our focus is to strengthen security resilience by minimizing the occurrence of attacks, threats, and risks so that you can drive change, innovate, and accelerate growth.

For more information, visit us at **www.aujas.com** or write to us at **contact@aujas.com.**

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