



GREENVILLE HEALTH AUTOMATES IDENTITY MANAGEMENT AND BOOSTS EFFICIENCY WITH RSA

AT A GLANCE

Challenges

- Greenville Health System needed to automate the identity and access management processes around its core electronic health record system
- It wanted to remove burdensome manual elements and make access to information simple but secure for clinicians and patients

Results

- RSA® Identity Governance and RSA® Identity Lifecycle integrate seamlessly with the organization's existing systems
- Access controls can now be set up within seconds, saving the administrative team significant time and effort, and enhancing the user's experience

“We considered RSA as it's a leading solution and because we believed it would give us the opportunity to integrate further internet and cyber security features over time. It was the best strategic choice for us.”

RICH ROGERS, VICE PRESIDENT AND CHIEF INFORMATION OFFICER, GREENVILLE HEALTH SYSTEM

Greenville Health System is an academic health system and the largest in the state of South Carolina. It is comprised of seven acute care hospitals as well as a medical school. It employs 15,000 people of which 1,000 are physicians.

Why is security mission-critical for your organization?

Protecting patient health information is a responsibility that we take seriously for our patients and for the organization. However, we also want to engage patients in their own health care. This means they need to be able to access their information as well, which brings with it a lot of security requirements.

Why did you choose to work with RSA?

We use an electronic health record system called Epic. We were looking for an identity and access management system that would support this system with minimal manual effort. We considered RSA as it's a leading solution and because we believed it would give us the opportunity to integrate further internet and cyber security features over time. It was the best strategic choice for us.

How are you using RSA solutions?

One of the challenges we faced in this project was the fact that there aren't a lot of organizations that we could emulate. We were doing something unique, so we needed to start from scratch.

It helped that we could use RSA® Identity Governance and RSA® Identity Lifecycle. We integrated these solutions into Epic using its web APIs as well as some of RSA's background tools that came with the products. We're now using the RSA solutions for automatic provisioning for about 15,000 employees and 5,000 various external accounts for contractors, non-employed physicians and other third parties. We've been able to turn around our access controls so that what used to take a team of five people three days to achieve is now an automated process that delivers 95 percent of our users birthright access within seconds. Our team's manual processes have been cut down to about half an FTE-worth of time.

Why did you choose RSA?

The biggest advantage we saw with RSA was that they took the time to come in with the tool and support the implementation. They have a long history of delivering to many organizations, including health care, so we could see they had an effective approach.

When we evaluated the security and identity management marketplace, we found that RSA not only had the tools we needed today, but also a vision for the future that fit with our own plans and culture. It's great to have a long-term partnership.

Finally, RSA's ability to support a fully integrated cyber security model was important.

What are the next steps in your security journey?

We're excited to start leveraging RSA's compliance capabilities to help us validate whether our roles are appropriate and ensure individuals' access. We're also looking forward to integrating additional security measures to give our clinicians and patient community better access to the information they need.

We'll be looking more at third parties as well. A lot of organizations have suffered breaches through third-party risks in the last couple of years so we want to make sure we're using the RSA tools to help monitor third-party use of our system and make sure we aren't vulnerable.

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