



Healthcare company protects critical systems with Safeguard

Increasing accountability and efficiency by over 66%

Industry:

Healthcare

Company:

A healthcare company with 1200 employees

Country:

United States

Products & Services:

- [One Identity Safeguard](#)



Increased accountability



Improved productivity



Offered ease of use, including mobile access and web interface



Reduced session rollout timeframe by 80%



Delivered intuitive administration functionality



Streamlined redundancy configurations

“We appreciated **simplified administrative tools** and controls, yet still provided the **functional flexibility** we required.”

Director of Information Security
Healthcare Company



Challenge

In healthcare, privacy is a top priority. With contractual obligations and strict federal, state, and local laws mandating the utmost precaution with systems and data, organizations need to ensure that their information is secure. This healthcare company was using an inconvenient, cumbersome, and inefficient solution for environment and system access as well as password management. For example, configuring a session took 15 minutes or more and required an approver to be logged into the system to approve the session. Requesters could wait several hours before an approver would log in and approve the session. This created unnecessary time delays and led to mounting frustration.

Unfortunately, the list of grievances against the solution kept unfolding, including it failing regularly, session management often did not expire effectively or not even start, and password management required multiple clicks just to check out. These issues and others led to troubleshooting, which caused delays in deployments, increased remediation timeframes, and created an extremely negative perception of the tool.

This healthcare company needed a new solution to grant its IT team access to its production and pre-production environments and non-production systems while providing strong password management. And it needed it quickly. The company required a solution with accountability, ease of use for end users, flexibility to approve sessions anytime, and ease of administration and adoption of the tool.

Safeguard is the Solution

While the healthcare company evaluated several solutions on the market, One Identity Safeguard stood out because of its flexibility, high-quality UX, and ability to offer a seamless migration from legacy systems. Once the company's leadership team received a demonstration of Safeguard, they immediately knew it was the right solution. "We saw that we could approve sessions from our phones and instantly noticed the well-designed and intuitive user interface. We appreciated simplified administrative tools and controls, yet still provided the functional flexibility we required. Mass deployment through PowerShell provided a great way to perform mass setups and deployments. With the Swagger tool, we saw that incident management would be a breeze. However, the best and most apparent function came with the elimination of Java and integration with Remote Desktop Protocol (RDP) allowing quick, comfortable, and simplified end user adaptation." the Director of Information Security shares.

Safeguard's feature set was also an important differentiator. "We use the solution's Approval Anywhere feature," notes the Director of Information Security. "It allows a group of five individuals to receive notifications on their phones through Starling to review a request and approve it with one click." Another feature of Safeguard for Privileged Sessions that appealed to the company was Transparent Mode because it records users' sessions, which can be reviewed, if necessary, to help solve any potential issues.

Results

Right from the start, Safeguard was a success and users love the ease of use. “We went from our teams complaining about the legacy product every day to not hearing one complaint,” the Director of Information Security says. “As a matter of fact, I hear compliments about how much they love Safeguard. Most users didn’t even bother with the job aid we provided because the interface smoothly guides you through the session request.”

The healthcare company has also experienced increased efficiency. With Safeguard approvers get notifications on their phones, receive a ticket number with detailed information, and can immediately take action. This reduces session approval time to less than a minute, which is a time savings of 66 percent compared to the legacy solution.

With Safeguard, security, compliance, and accountability are built into the solution and management is straightforward. The company currently has over 50 people in IT using Safeguard, but it only required two people for deployment and one for maintenance. Very little time is spent on the platform because of how well it works, which allows users and IT to focus their time on more important matters. The solution’s scalability was also an important bonus as the healthcare company goes from 300 servers to 500 to support thresholds.

The browser integration, elimination of Java, and use of RDP streamlined redundancies for backup and failover. Benefits have also come from an often-overlooked feature. “The “favorites” function has been a game-changer,” the Director of Information Security shares. “It allows end users to configure a session, save it as a favorite, and cuts their session request time in half, which is impressive considering configuring a session is already such a small timeframe.”

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**Director of Information Security
Healthcare Company**

In the end, the Director of Information Security is highly satisfied, “Simple and easy, but robust is a difficult combination to pack into a solution, but One Identity pulled it off. I would highly recommend Safeguard. The entire platform is very intuitive, easy to work with, and easy to manage.”

About One Identity

One Identity, a Quest Software business, lets organizations implement an identity-centric security strategy, whether on-prem, in the cloud or in a hybrid environment. With our uniquely broad and integrated portfolio of identity management offerings including account management, identity governance and administration and privileged access management, organizations are empowered to reach their full potential where security is achieved by placing identities at the core of a program, enabling proper access across all user types, systems and data. Learn more at [OneIdentity.com](https://www.oneidentity.com).