

## Key Facts

**Company**  
DASA

**Industry**  
Healthcare

**Country**  
Brazil

**Employees**  
20,000

**Website**  
[www.dasa.com.br](http://www.dasa.com.br)

## Challenges

With 20,000 employees, more than 100 implemented systems, and approximately 20 million tests performed monthly, DASA needed more security and flexibility in serving its patients.

## Results

- Automates creation of user profile and password, as well as performs profile management and password resetting
- Increases security and access control for Business and IT environment
- Reduces time to create a professional profile from five days to one hour

## Products

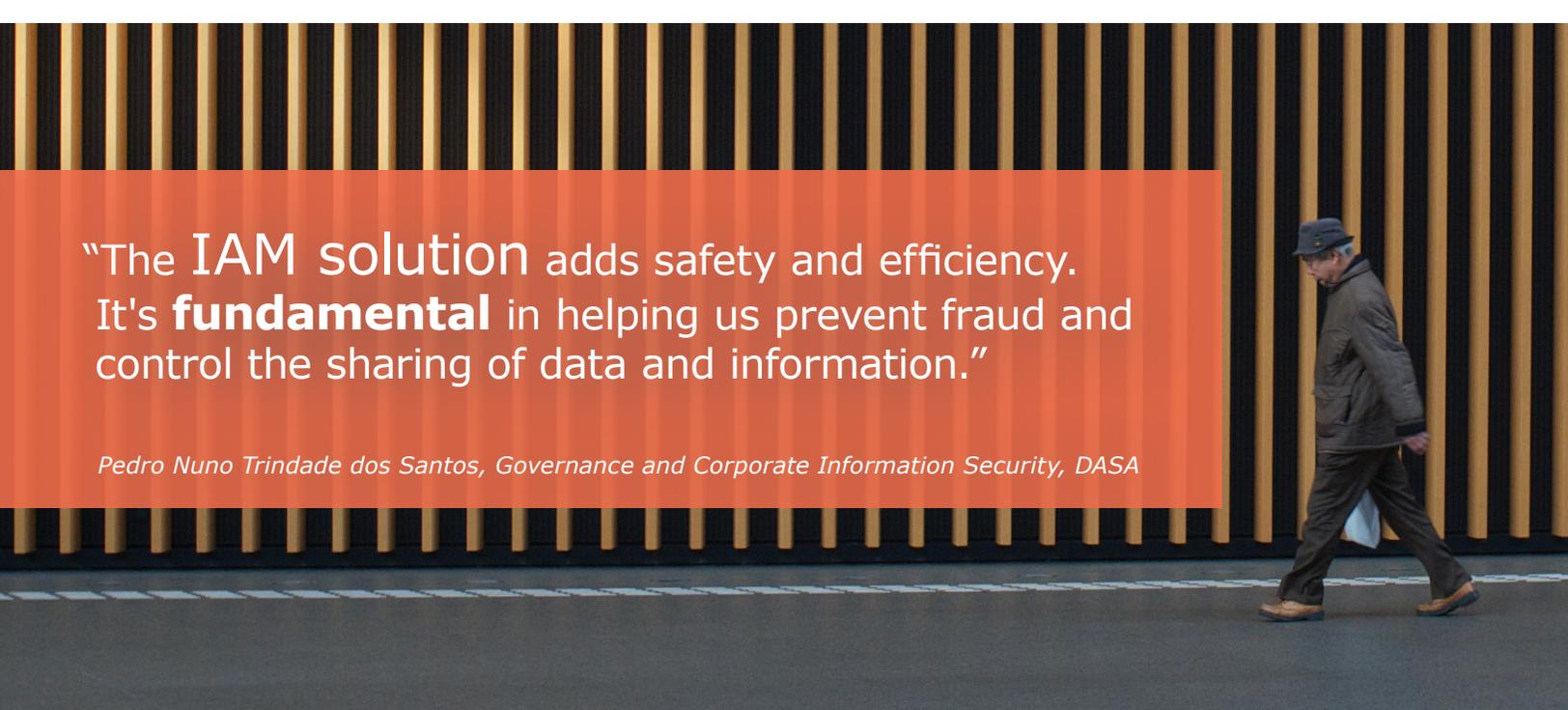
Identity Manager

# Improving identity management and patient access

DASA, one of the largest laboratories in the world, implements credential and identity management processes with a One Identity solution

Diagnostic medicine can be defined as the bridge that connects the research and development of diagnostic tests to their application in medical practice. DASA is the largest provider of diagnostic medical services in Latin America, and the fourth largest in the world, offering more than 3,000 types of clinical analysis and diagnostic imaging. DASA is currently staffed with approximately 20,000 employees who perform about 20 million tests monthly.

In the clinical analysis sector, samples are collected in more than 500 service centers and analyzed in 11 central laboratories (technical operating centers). At the diagnostic imaging center, tests are evaluated and reported by medical doctors in various specialties. DASA offers the market three levels of service — premium, executive and standard — following the segmentation used by health plans in Brazil. This arrangement helps



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*Pedro Nuno Trindade dos Santos, Governance and Corporate Information Security, DASA*

ensure that the services provided to specific market segments are in line with the different products offered by health plans and the socioeconomic differences of each region.

#### Automation needed to accommodate business growth

The volume of tests and the number of employees have made the control and management of access and identity critical to the lab's IT department. “We identified the need to automate the management of credentials and identities. We are a company with more than 100 systems, thousands of users and the need to control all of them,” says Pedro Nuno Trindade dos Santos, governance and corporate information security manager at DASA.

With so many systems and users, it is necessary to control access and profiles, manage employee accounts, and ensure compliance with external entities. He says, “Doing that manually is practically

impossible, and creating a profile for a new employee took an average of five days. So we decided to find a solution that would automate the management of all these processes.”

In seeking a new solution, DASA invited a number of IT partners to present their solutions. The laboratory had already been a One Identity customer for about 10 years, but only for the acquisition of hardware. “We found that One Identity met all our requirements, starting with understanding all our needs and presenting the right solution,” Santos recalls. DASA opted to deploy the One Identity solution, and once the project scope was agreed on, it was decided that the implementation would be carried out in phases starting with the simplest processes.

With the consolidation of the partnership, today all DASA facilities consist of Dell equipment, from the high-resolution monitors up to the Dell Precision T5810 workstations. The environment also includes Dell OptiPlex

7020 and 9020 desktops, Dell PowerEdge R230 and R730 rack servers, Dell Storage SC4020 arrays, Dell Storage MD1420 direct-attached storage and Dell Networking MXL switches. The facilities were designed with the support of Dell Infrastructure Consulting Services, Dell Deployment Services and Dell Managed Security Services.

#### A three-stage implementation

Implementing the IAM solution began with the self-service password resetting that is already completed, as well as automating the control of access to the production environment by use of the password vault. The last phase, which is scheduled for 2016, will cover the actual identity management processes, managing the entire lifecycle of DASA professionals from their hiring until they leave the company. Santos says, “Once the solution is 100 percent implemented, identity management will greatly improve our processes.”

The Dell Deployment Services team has assisted in developing all projects. "They have a team in here and a project team in the United States. We have weekly meetings to check on the progress of the project," says Santos.

Controlling access to the production environment is very important, because the DASA ksystem controls all of the clinical analysis diagnostics. There are 20 million tests per month, so the system must be available 24x7, and for that very reason, access to this system must be strictly controlled, ensuring a centralized file with test reports and their online availability solely to patients. Santos says, "Our focus is on electronic credentials for accessing critical systems. The IAM solution adds safety and efficiency. It's fundamental in helping us prevent fraud and control the sharing of data and information."

The process of identity management, which the last phase of the implementation will address, is made up of modules: password reset, password vault, identity management and single sign-on. The password reset module will allow users to manage their passwords without the need for IT involvement. "In the password vault, we control access to the production environment. The management system will recognize the professional's profile as he or she logs in, and then will provision access to the network, mail systems to be used, necessary profiles, etc. The system does this provisioning automatically, without human interaction," says Santos. "And, with the IAM solution, the time for creating a

new profile will drop from five days to about one hour."

Improving identity management also has an impact on security. Santos says, "The patient's test results are our most important asset. That's why the solution adds value to the report: patients can rest assured that they can access their results when needed, and that the information has not been accessed by third parties."

### About One Identity

The One Identity family of identity and access management (IAM) solutions, offers IAM for the real world including business-centric, modular and integrated, and future-ready solutions for identity governance, access management, and privileged management.

[Learn more at OneIdentity.com](https://www.oneidentity.com)