

Surrey Community Health

Manual user management processes were causing delays and user frustration. By working with Salford Software to deploy Identity Manager, SCH automated user provisioning and de-provisioning. The company introduced single sign-on, saving users time and simplifying their access. Micro Focus® solutions enabled automated new-user provisioning, which reduces delays and creates a more-efficient user management environment for long-term cost savings.



Overview

Surrey Community Health (SCH) is a UK National Health Service (NHS) organisation providing healthcare services to more than one million people, including frontline healthcare in eight Surrey community hospitals; community nursing; community dentistry; health visiting; and specialist services such as physiotherapy, diabetes treatment and renal care.

Challenge

With manual paper-based processes for setting up and managing new users across multiple systems, SCH lacked a clear, accurate and timely view of its user population. Managers frequently neglected to inform the network management team about changes in personnel status, forcing the team to expend time and effort running manual reports to identify dormant users and remove their access rights. Manually

dealing with these orphaned accounts introduced undo risk and caused the team to delay or overlook other tasks.

With as many as eight passwords to remember, users were also frustrated, and the IT helpdesk was suffering from the strain of dealing with a high incidence of forgotten passwords.

Under pressure to reduce operating costs, and facing a major network merger that would add 800 users, the network management team set out to find a solution that would centralise and automate user management.

Solution

SCH chose Identity Manager, opting to work with Salford Software, a Micro Focus Platinum Partner, to deploy the solution. It procured the software through NHS Connecting for Health (NHS CFH), which certifies that Identity Manager complies with its baseline specification for identity management.

Noting that SCH had looked at a variety of products before concluding that nothing came “remotely close” to Identity Manager, SCH Network Manager Alisdair Millard explained “We have just two people to manage a network of more than 2,500 users, and we spend very little time firefighting IT issues.”



At a Glance

- **Industry**
Healthcare & Medical
- **Location**
United Kingdom
- **Challenge**
The network management team needed a solution that would centralise and automate user management.
- **Solution**
Use Identity Manager to provide simple web-based forms that managers can use to request new user accounts and automatically create the relevant user accounts.
- **Results**
 - + Saves staff time and effort
 - + Reduces the strain on the helpdesk and enables helpdesk staff to focus on higher-priority issues

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While SCH rolls out Identity Manager, it is also merging three networks into one and moving its entire data centre to a new site. “The input from Salford Software continues to be impressive,” said Millard. “We feel comfortable that they really know what they’re doing when it comes to identity management solutions. It’s also an advantage that they’ve completed similar projects for other NHS organisations.”

SCH has built an automated provisioning system in Identity Manager that provides a simple web-based form managers can use to request new user accounts. Following approval, Identity Manager automatically creates the relevant user accounts and emails the credentials to the appropriate managers.

SCH also deployed SecureLogin to provide single sign-on (SSO) capabilities. “...SecureLogin is a brilliant piece of software which will make everyone’s life much easier,” said Millard. “I have dozens of systems to log into, so it saves me enormous amounts of time and effort.”

SCH is now rolling out a password self-service portal using Identity Manager, which will reduce the strain on its helpdesk and enable helpdesk staff to focus on higher-priority issues.

Results

The new automated user provisioning process is clearly superior to the slow and error-prone paper-based processes SCH used previously. “Provisioning now is simply a matter of putting the new user into the relevant group or groups,” said Millard. Identity Manager automatically synchronises changes to user information or status across all connected systems, saving the SCH staff significant time and effort.

“Completely removing a user in the past required us to manually delete each account in each system,” said Millard. “Now, we make the change once in a single place, and it’s automatically propagated across all systems. Creating users is also much faster.” With Identity Manager, it can take SCH as little as ten minutes to create users, enabling the organisation to quickly get new employees up and running.



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