TACKLING DATA SECURITY AND ACCESS CHALLENGES FOR A MULTI-STATE HEALTH INSURER

Infosys®

Navigate your next
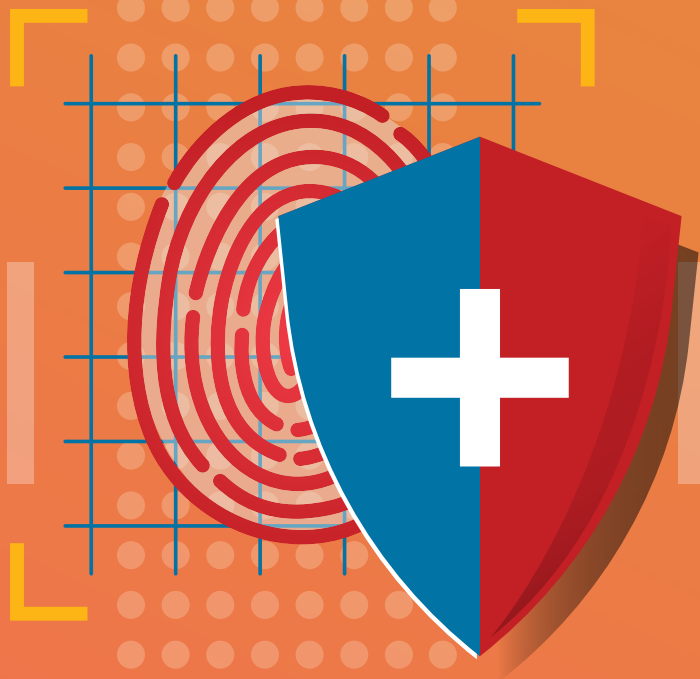
Our client, a top health insurer, catering to over 5 million members, was in the midst of rapid expansion. Intensified growth prompted them to fortify applications against unauthorized access, due to increasing concerns about external and internal data breaches.

Key Challenge

Managing Data and Access Amid Complexity

On a journey to expand their services while ensuring compliance, our client faced significant challenges in managing their data and access control. Their concerns about data security, fragmented systems, and complex rules led them to seek a comprehensive solution.

The Solution

A Triad of Innovation

The client partnered with Infosys to carry out three main initiatives: firstly, to centralize IAM to enhance user experience and manage ID provisioning; secondly, to upgrade technology from SailPoint 8.0 to 8.3; and thirdly, to oversee 24,000 active users and 200 integrated applications.

Ensured Continuous Deployment
Deployed Service Standard Framework to enhance continuous deployment practices

Elevated User Experience
Self-managed access, password resets, and profile updates to enrich the user experience

Improved Monitoring
Integrated logs and SIEM solution for advanced risk-based user behavior analytics

Benefits

Achieving Precision and Scalability

Through the Infosys solution, the client experienced improved role-based access filtering, providing exacting command over user permissions. Additionally, the solution showcased its scalability by effectively accommodating expansive user populations and a variety of systems, even poised for potential integration with new technologies.

- **Boosted Efficiency**
  30% savings overall efforts through continuous build model and upgraded deployment framework

- **Reduced Effort**
  25% reduction in entitlement management efforts and **20% reduction** in access request and Identity governance efforts

- **Code Reusability**
  Achieved **20% development savings** through code reusability in connector factory

Through the transformative efforts led by Infosys, our client not only safeguarded secure healthcare services for their users but also upheld rigorous data security and compliance standards.
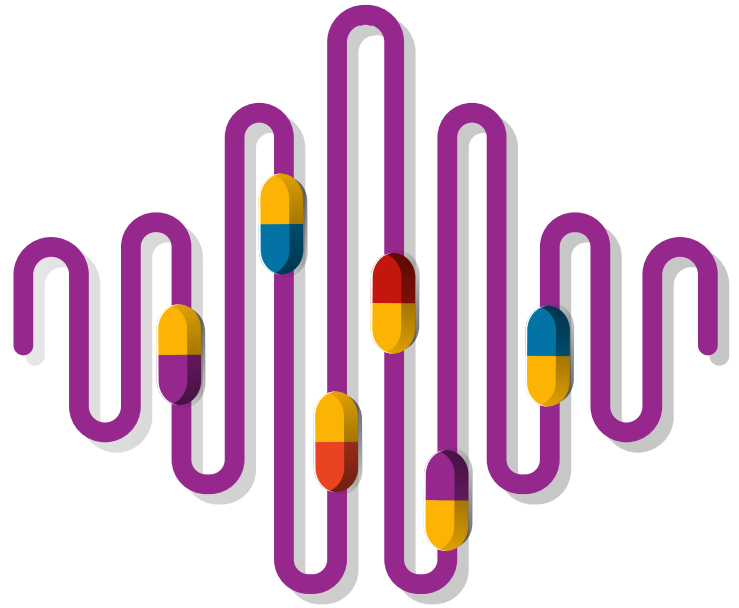
Infosys Healthcare Practice

Infosys empowers healthcare organizations to streamline intricate ecosystems, uniting processes, data and core systems. By forging seamless connections across the value chain, we pave the way for harmonized healthcare journeys that enhance connectivity between members and patients, fine-tune operational costs and orchestrate speed-to-market.

Learn more about how we enable organizations to amplify their possibilities and drive transformative growth.

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