Case Study: Healthcare & Insurance

IAM Program Rescue and Transformation

BACKGROUND

A national health insurer supporting commercial and government contracts with a provision of care division comprised of hospitals and clinics with over 120,000 patients and 270,000 emergency room visits a year.

THE CHALLENGE

An Identity and Access Management (IAM) organization that failed to meet obligations, lacked automation, scored low on operational satisfaction, and lacked basic IAM functionality.

THE SOLUTION

RKON provided a quick, low-cost IAM Assessment that addressed the concerns of the overall program, enabling a multi-horizon achievable approach that reinvented the delivery of IAM services across the organization.

Like many customers the problem wasn't technology, but substandard delivery and redundant, poorly designed technology. First, RKON helped restructure the existing IAM organization to be more efficient and service focused. Then, within the newly aligned organization RKON consolidated technologies, introduced stronger, less intrusive governance controls, automated services, and added new capabilities.

The improved organizational design and processes streamlined access requests and reviews, while AI integration enabled role modeling for RBAC, passwordless authentication, and improved vendor privilege management.

IMMEDIATE DECREASE IN SECURITY/OPERATIONAL INCIDENTS

DELIVERY EFFICIENCY ROSE BY OVER 50%

DECREASE IN ENTITLEMENT BASED PROVISIONING

THE RESULTS

Customer satisfaction immediately increased with enhanced communication, a decline in security and operational incidents, and service provisioning SLAs reduced by several days. Delivery efficiency, as measured by points delivered per Sprint rose by more than 50%.

The IAM program was able to define its delivery objectives and measure with a management level balanced scorecard. New capabilities for privileged access management, secrets management, and vendor privilege management were expanded.

The use and creation of roles increased, while entitlement-based provisioning decreased, leading to streamlined access requests and reviews with reduced processing times.

The overall refined solution provided a solid foundation for more advanced capabilities including passwordless authentication, advanced identity proofing, and fine grained access controls to support zero trust initiatives.

ABOUT RKON

For over 25 years, RKON's human brilliance has driven our technology solutions, guiding customers to a fortified, Quiet IT environment. At RKON, we do that through a security-first approach that meets our customers where they are in their digital journey. Security is seamlessly integrated into every aspect of our work, ensuring peace of mind and proactive protection for your organization. Where others see challenge, we see opportunity.

To do this, RKON provides IT solutions in three stages: first building an advisory practice that sends the strategy in the right direction; an execution practice that ensures the vision is turned into reality; and a management practice that keeps the vision on track as IT evolves to best serve the business.

Are you looking for a proactive approach to fortifying your digital environment? Get rid of the unknown and control, secure, and monitor your business for a better peace of mind. Talk to a cybersecurity expert today.

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