



ENHANCE CASE STUDY

CLIENT GOALS

- Ensure compliance with Health Insurance Portability and Accountability Act (HIPAA)
- Track user activity of secure operations
- Streamline authorization process for systems access

SITUATION OVERVIEW

One of the largest affiliations of health care plans in the Pacific Northwest was not compliant with HIPAA. If not rectified adeptly, quickly, and confidentially, this could have irrevocably tarnished the organization's reputation among customers and business partners.

During the assessment process, Eclipsesecurity uncovered that this major not-for-profit lacked sufficient identity and access management practices, thereby causing the following:

- Inflated administrative costs
- Decreased user productivity
- Increased likelihood of information exposure, and
- Effected systems' lack of compliance with regulations

ECLIPSECURITY SOLUTION

Eclipsesecurity California office assigned one of its consultant teams specializing in regulatory compliance to identify and complete all activities to ensure swift, complete, and systematically enduring HIPAA fulfillment and optimized identity and access management. This was a multi-phased, enterprise-scale project.

- Phase I: Automated Enterprise User Creation
- Phase II: Self-Service Password Management
- Phase III: Role-Based Access Control Development
- Phase IV: Human Resource Solution Integration
- Phase V: Automated Systems Access Request and Approval

RESULTS

With Eclipsesecurity retained as the healthcare client's security strategic partner, periodic assessments are performed and necessary remediation support is provided to ensure ongoing HIPAA compliance.

- Reduced administrative costs and increased user productivity
 - Percentage of password-related calls to help desk reduced from approximately 40% to 5%.



- Annual audit preparation time reduced from 321 to 14 employee hours.
- New hires' access to systems reduced from 2 weeks to 3 hours.
- Enhanced security
 - No further instances of past employees having continued access to systems.
- Executed security/regulatory compliance project efficiently
 - Identity and Access Management design and implementation and total HIPAA compliance completed ahead of schedule and \$280,000 under budget.