

CASE STUDY



Large HDO safeguards ePHI with Imprivata Privileged Access Management



ORGANIZATION SNAPSHOT

LOCATION

United States

SIZE

\$10M - \$30M USD

INDUSTRY

Healthcare

CHALLENGES

- Improve compliance and risk management
- Enhance customer relations

SOLUTION

- Imprivata Privileged Access Management

RESULTS

- Improved security for ePHI
- Simplified privileged access management
- Strengthened HIPAA and PHI compliance

“ We've had a great experience with both the product and the company. Support has been extremely responsive and helpful. On top of that, there were times we've asked for a feature or enhancement and the Imprivata developers added it. ”

Gartner Peer Insights

Healthcare delivery organizations (HDOs) face increasing cybersecurity threats and compliance challenges, and HDOs must reduce their attack surface and safeguard patient data to minimize their security risks. Imprivata Privileged Access Management is a comprehensive, easy-to-use solution that improves security and helps companies meet audit requirements by protecting privileged accounts from unauthorized access.

Challenges

To improve its security posture, a large healthcare delivery organization needed an efficient and cost-effective privileged access management solution to protect their critical IT systems, data, and customer information, and to comply with regulatory requirements.

Today, HDOs manage thousands of privileged credentials used by privileged users, machines, IT systems, or cloud software for intercommunication. This means managing passwords and access to everything from administrative, domain, network, local, Active Directory, cloud, emergency, Internet of Medical Things (IoMT), and service-to-application accounts.

HDOs can lower their cybersecurity risk surface and demonstrate regulatory compliance with clear visibility, control, and reporting over these privileged credentials.

“We needed a product that could manage and maintain our passwords with advanced auditing features for compliance reasons,” commented an analyst and member of the implementation team for the HDO.

Solution

The HDO conducted an extensive evaluation of privileged access management (PAM) providers, focusing on overall product functionality, future product roadmap, and cost. After taking advantage of an Imprivata Privileged Access Management free trial, the organization was impressed with the product’s comprehensive feature set, clear documentation and low cost of ownership.

The HDO’s implementation team found PAM simple to install and easy to get up and running quickly. The team worked with Imprivata to develop an overall implementation strategy and roll it out across the entire organization.

While Imprivata Privileged Access Management can be deployed in the cloud, on-premises, or in a hybrid architecture, the HDO selected to keep everything on-premises and maintain complete control over the process, including appliance maintenance, integrations, and performance.

With the Imprivata solution, the HDO has one central place to secure and manage privileged passwords. The team can automate privileged account discovery and password rotation, all while managing access to systems without disclosing credentials to end users or third-party partners.

When asked what features are most useful, the analyst offered, “the ability to securely separate and organize vaults while still having the ability to search and sub search the vault containers.” This allows the organization to keep all customer data virtually separate while controlling access.

The HDO also appreciates that Imprivata uses an agile development approach and continuously advances the software to meet rapidly changing security requirements. The team has worked with the Imprivata product development team to request enhancements specific to their implementation that were accepted and added to the product. The HDO team likes how easy the software is to update which can be done manually or automatically.

To help satisfy compliance regulations and security audits, Imprivata Privileged Access Management isolates, monitors, records, and audits privileged access sessions, commands, and actions. It securely stores, and indexes each account access with keystroke logs and with session and other privileged event recordings. This ensures that the HDO can meet compliance requirements for regulations such as HIPAA, GDPR, HITRUST, PCI, SOX, NIST, and others.

Results

Moving to Imprivata Privileged Access Management has strengthened the HDO’s security posture and simplified auditing. The organization has safeguarded patient and other sensitive information from unauthorized access. With automatic account discovery, monitoring, and password rotation, the organization can quickly identify and secure privileged credentials as more users, IoMTs, or applications are added to the network. This helps the HDO reduce its risk surface, meet regulations, and ensure patient information is secure.

*Case study details taken from [Gartner Peer Insights](#)



Imprivata, the digital identity company for healthcare, provides identity, authentication, and access management solutions that are purpose-built to solve healthcare's unique workflow, security, and compliance challenges.

For more information, please contact us at 1 781 674 2700
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