

# SCL Health Modernizes Identity with SailPoint and S3 Consulting



## HEALTHCARE

### OVERVIEW

SCL Health is a faith-based, nonprofit healthcare organization that is dedicated to improving people's health, especially those who are poor and vulnerable.

### CHALLENGE

SCL Health's in-house identity system could no longer efficiently keep up with a growing network and increasing regulatory mandates.

### SOLUTION

With SailPoint identity security and S3 consulting, SCL Health automated user provisioning and saved hundreds of thousands in annual costs.

Founded in 1864 by the Sisters of Charity of Leavenworth, SCL Health is a \$2.8 billion health network that provides comprehensive, coordinated care through eight hospitals, more than 150 physician clinics, and home health, hospice, mental health, and safety-net services.

Like all healthcare providers today, increased staff turnover, regulatory demands, and the rising reliance on electronic health records have driven the importance of cost-effective and efficient identity and access management. "Identity is a foundational element of everything we do," says Craig Richardville, chief information and digital officer at SCL Health.

For some time, to manage access to its systems by staff and partners, SCL Health relied upon an identity application system it built in-house. As SCL Health's network grew alongside increasingly burdensome regulatory mandates, the identity system could no longer efficiently keep up with the demands placed upon it. "The system became very complex and costly to update and even maintain," explains Richardville. "Further, only a single administrator understood how the system worked, which created a single point of failure."

Additionally, SCL Health's application access levels were growing more detailed, and the homegrown system didn't make it straightforward to provision users to the precise levels of access they needed.

### Older identity systems create inefficiencies and risk

This created several challenges SCL Health needed to remedy quickly. First, it made it nearly impossible to provide staff the level of access to the applications and resources necessary to be productive on their very first day. In addition, the legacy system was not effectively deprovisioning users when their job functions changed, or they left the organization.

These challenges created a risk that users could obtain data and resources that were beyond the scope of their work. "Many of our applications contain personal health information, so we have to operate under the principle of least privilege within HIPAA. Role-based access control is one of the best practices called out by the Office for Civil Rights, so we were going to take the steps we needed to get to that point," says Richardville.



**We were looking for a platform with a strong roadmap that could support our future growth and innovation, and offer the latest developments, such as artificial intelligence.**

**CRAIG RICHARDVILLE**

Senior Vice President, Chief  
Information & Digital Officer  
SCL Health

To solve these challenges, the SCL Health team sought to find a modern identity security platform to replace their internally developed application, implement role-based access control, and automate as many of their manual identity management and provisioning functions as possible. The team wanted an identity platform as well as an implementation partner established in healthcare identity management that could also integrate with their primary tools and processes, including multi-factor authentication, single sign-on, ServiceNow, and Epic Systems healthcare software.

That integration would also come in handy with SCL Health's then planned switch to Oracle Enterprise Resource Planning (ERP) software, which would be integrated with SailPoint and would become the identity team's identity data "single source of truth."

### **SCL Health turns to SailPoint and S3 Consulting**

Following an exhaustive market evaluation, Richardville and Howard Haile, the chief information security officer at SCL Health, selected SailPoint and S3 to help guide them along their identity modernization journey. Haile explains that SailPoint proved to be the best technology option in terms of capability and value. S3 was selected as the implementation partner based on their extensive experience partnering with healthcare companies, and as a result their proven success in implementing SailPoint's solutions.

SailPoint Predictive Identity™ uses the power of artificial intelligence (AI) and machine learning (ML) to help organizations such as SCL Health to make intelligent identity decisions much more quickly than was previously possible. As the next generation of identity security, SailPoint enables organizations to limit access to sensitive applications and data to only those who need it. With SailPoint, the team can get access recommendations based on user role, improve care coordination by managing all providers' identities, automate low-risk manual processes to free up IT, and ensure compliance with periodic access certifications.

Today, such identity security is essential for modern hospitals. In partnership with and implemented by S3 consulting, SailPoint provided SCL Health with the control they needed to manage user access, automate manual processes, and protect sensitive data.

After selecting SailPoint, S3 and the SCL Health team conducted an accelerated analysis of job roles within the organization. They started with nurses and nurses' affiliates, then external healthcare providers, and then evaluated remaining departments. "We worked through two-week-long sprints and identified the access that should be provided for each job role," Haile says.

S3 and the SCL Health team immediately got to work integrating SailPoint with their Oracle ERP Cloud application, which helps SCL Health manage its day-to-day business operations and activities, such as accounting, procurement, project management, human resources and more. Changes

in job roles within the organization had to be tightly managed within the ERP system, such as new hires, job transfers, or terminations, which provided an opportunity for the team. “We decided since we were shifting to Oracle ERP that we would deploy SailPoint’s automated provisioning capabilities at the same time,” Haile explains.

### **SailPoint helps SCL Health manage access effectively**

Now any time there’s a job code change in Oracle ERP, the associated role changes are automatically provisioned by SailPoint. “New hires get the access they need, and those who change job roles within SCL Health get their access adjusted to the appropriate levels,” says Haile. “That’s done automatically on the back end, and we’ve increased efficiencies and driven our ticket numbers way down – by more than half.”

S3 worked with SCL Health’s team to also integrate SailPoint with ServiceNow to handle out of role or ad hoc access requests. “If a user needs access to applications, our associates can go into ServiceNow and request those as required,” explains Haile.

The move to SailPoint and partnership with S3 resulted in great success and value for the organization. Not only did the team reduce the risk associated with protected health information (PHI), access management and improve identity security, but it also obtained a substantial return on their investment.

A part of the overall savings included transitioning staff who maintained SCL Health’s legacy identity management tool to focus on more strategic areas. This created a savings of nearly \$800,000 annually. “That’s been a big win. Moving from a customized application to SailPoint was the transition that caused those savings to occur. It’s actually a godsend when you look at the current labor market,” says Richardville. “Now we have a predictable cost for the service versus unpredictable labor costs, and we can manage identity as it should be managed,” he adds.

#### **ABOUT SAILPOINT**

SailPoint is the leader in identity security for the modern enterprise. Harnessing the power of AI and machine learning, SailPoint automates the management and control of access, delivering only the required access to the right identities and technology resources at the right time. Our sophisticated identity platform seamlessly integrates with existing systems and workflows, providing the singular view into all identities and their access. We meet customers where they are with an intelligent identity solution that matches the scale, velocity and environmental needs of the modern enterprise. SailPoint empowers the most complex enterprises worldwide to build a security foundation grounded in identity security.