



CASE STUDY

Better care outcomes with powerful identity management

Laya Healthcare enables faster patient services with increased security in managing privileged user access and efficient regulatory compliance

Key Facts

- **Company**
Laya Healthcare
- **Industry**
Insurance
- **Country**
Ireland
- **Website**
www.layahealthcare.ie/

Challenges

Laya Healthcare needs to keep sensitive information secure, comply with data management regulations, and enable privileged users to work efficiently at the right level of access.

Results

- Saves up to 30 minutes in approvals of privileged access requests
- Enables compliance with GDPR and other regulatory frameworks
- Provides data and application security with full auditing transparency for IT

Solutions

- [One Identity Safeguard](#)

Laya Healthcare, the second-largest private insurance company in Ireland, serves approximately 580,000 member clients with health insurance and support programs to help members stay well. Individuals, families and employees receiving coverage through their company benefit from the Laya commitment to make life easier for them and provide an exceptional level of kindness and support.

For Laya Healthcare, protecting the sensitive data of members, including the large corporate clients who entrust the organization with the coverage and care of their employees, is of critical importance. Laya also needs to ensure compliance with regulatory mandates and auditing requirements. Most recently, General Data Protection Regulation (GDPR), with its stringent data protection standards, increased the complexity of Laya's compliance practice.

Privileged users at Laya Healthcare and in hospitals and clinics need to access sensitive data and software systems efficiently and compliantly. These users had tools to automate their workflows, but they were difficult to use. Laya decided to look for a better solution that would help maintain the integrity of data and applications in the face of evolving threats and challenges, satisfy auditing and compliance requirements, and enable users to act quickly in assisting members in need of care.

Ensuring compliance and data security without interruption

After reviewing possible options, Laya chose One Identity Safeguard, a hardened appliance that makes it possible to securely store, manage, record

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John Paul O Leary,
Systems Operation Team Leader, Laya Healthcare

and analyze privileged access. In one device, Safeguard enables password storage, session management and monitoring, threat detection, and behavioral, biometric analytics.

John Paul O Leary, systems operation team leader at Laya Healthcare, says, "Safeguard helps us protect sensitive member data and be compliant in managing access to our critical systems and information. It also saves us a lot of time and is truly easy to use."

Implementation in collaboration with the One Identity services team was smooth. "Sometimes, new security measures can be disruptive for privileged users, but Safeguard has been completely nondisruptive," says O Leary. "The pre-hardened turnkey appliance was extremely easy to install."

Accelerating patient care and business processes

Both privileged users and IT immediately noticed improvements after Safeguard was activated. O Leary says, "The favorites feature lets privileged users get passwords in a single click. At the same time, Safeguard gives me the assurance that we're securing our sensitive data. We can use the session management capability to monitor team members with privileged access."

In hospitals, where privileged account access needs to be granted quickly when patient care is at stake, increased efficiencies make a difference in serving patients. "We save anywhere between 10 to 30 minutes each time we approve a privileged access request with Safeguard," says O Leary. "We now can push approval requests right to an approver's phone, so no matter where they are they can quickly approve or deny that access request."

Taking advantage of expert guidance and support

From decision making, through deployment and on to solution use, Laya Healthcare has relied on One Identity to provide assistance. "The total cost of ownership of Safeguard was very easy to understand," O Leary says. "One Identity ensures the success of this product through guidance and consulting services."

Support will help sustain the efficiencies Laya achieved. O Leary adds, "We are going to save a lot of time we would otherwise spend on ongoing maintenance thanks to the streamlined processes of One Identity support services, including seamless patches and upgrades."

Laya Healthcare looks forward to a long-term engagement with One Identity. Summarizing his impressions of Safeguard and One Identity, O Leary says, "The overall experience with One Identity has been extremely positive, and I'm looking forward to working with them into the future. The Safeguard solution enables us to address all our auditing and privileged access management requirements and has greatly simplified audit reporting."



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**John Paul O Leary,
Systems Operation Team Leader,
Laya Healthcare**

About One Identity

The One Identity family of identity and access management (IAM) solutions offers IAM for the real world including business-centric, modular and integrated, and future-ready solutions for identity governance, access management and privileged management.

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