

Healthcare Patient Portal Case Study

Security Guidance Matters

Executive Summary

Business Challenge

Determine if the technical and process foundation built for the patient portal was sufficient for planned expansion and increased utilization.

Solution

A complete architectural review covering organization, process and technology considerations for the portal.

- Current and planned service offerings, including 3rd party
- SWOT Analysis
- Functional, technical and information security requirements and gaps

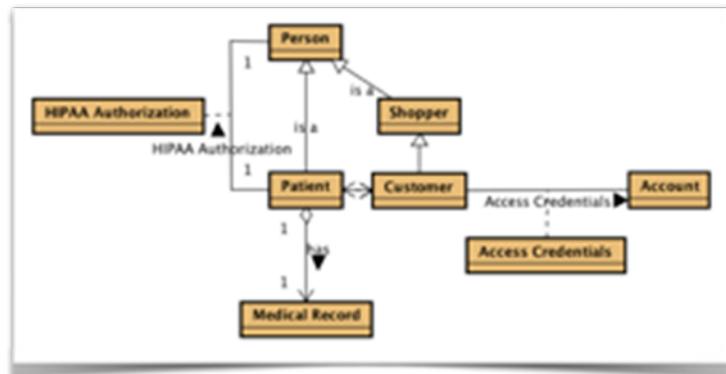
Benefits

A vendor-neutral analysis of existing capabilities and prioritized action plan for closing gaps before executing their marketing strategy.

Business Challenge

Our client sought to leverage their patient portal to better compete with competitors offering a la carte retail health care offerings. They wanted to be able to respond to market changes. They planned to do this by quickly incorporating new product offerings through integration with third-party services.

To meet this business objective, they wanted an architectural review of both their portal technology and their identity and access management solution. They wanted assurance that the patient portal was ready to be marketed



and leveraged as a strategic differentiator. Clango Group was to evaluate both the security and portal capabilities to gauge readiness for increased utilization and feature expansion. We needed to assess their capacity to rapidly integrate third-party offerings while maintaining a seamless experience for the patient.

Make Your Strategy More than a Wish List

Identity ecosystems evolve under the pressures of business expectations, regulatory demands, and changing technology.

Business leaders expect IT to simplify experiences and reduce both time and cost of administration. Eliminating needless duplication is a must.

Users expect corporate systems to work as smoothly and seamlessly as consumer tools. One account to use everywhere, self-reliance, and seamless access.

Demonstrating that users have only appropriate and intended privileges is a high-stakes problem. Show your regulators and auditors you have your house in order.

Achieving these objectives while reducing cost and improving quality presents a serious challenge. *That's where Clango excels.*

We help you build a coherent identity and access management strategy with achievable milestones towards your long-term goals. We work with you to set priorities that match your business objectives, building the business case and financial models you need to deliver the right results.

Clango Group Engagement

Analysis

All identity and access management related capabilities of their portal were evaluated to ensure that the process, data and technical deployment are in alignment to meet our client's longer-term objectives. Clango Group consultants collaborated with our client's business, technology and information security teams to assess the following dimensions:



- Current and planned portal objectives
- SWOT Assessment
- Identity Lifecycle Management Practices
- User Community Definition

Architecture

- Volumetrics
- Portal Technology Platform Analysis
- Architectural Maturity Assessment
- Architectural Quality Priority Analysis and Ranking
- Gap Analysis
- Prioritized Action Plan



Are you interested in becoming a reference?

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Results Achieved

Clango Group took a holistic approach to assessing the patient portal, examining people, process and technology. Our client was well positioned

technologically, but the organizational and process gaps needed to be addressed before investing heavily in a marketing campaign. A prioritized action plan allowed our client to sequence the work to make the best use of resources to close gaps and implement their business strategy.

