



End-to-End Identity Management

**Enterprise Single Sign-On, User Provisioning and
Password Reset Management**

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HealthCast and BMC Software Integrated Solution

Healthcare End-to-End Identity Management

HealthCast and BMC Software bring together a comprehensive integrated enterprise single sign-on, provisioning, and directory user management solution to health care providers. Together, BMC **CONTROL-SA** and HealthCast **eXactACCESS** provide an end-to-end Identity Management solution that improves clinician workflow and patient care, simplifies password management, and reduces IT administrative and Help Desk costs. End-to-end Identity Management helps improve the quality of care that is delivered by ensuring that the right people have access to the right information at the right time. It provides a foundation for regulatory compliance and improves the end user experience. It is a powerful solution for some of health care's most pressing security issues.

HealthCast and BMC Software have joined to develop this integrated solution that brings together two best-of-breed products – combining the functionality of HealthCast's eXactACCESS single sign-on solution and BMC's CONTROL-SA provisioning solution. Either solution can be implemented alone. However, the integrated solution provides a unified management infrastructure that enables role-based access control, enterprise single sign-on, enterprise identity management, and provisioning for both internal and external users of legacy, client-server, or web-based applications and back-end clinical IT resources.

Integrating Two Best-Of-Breed Solutions

BMC **CONTROL-SA** provides enterprise identity management in this integrated solution. The CONTROL-SA solution manages user identity information through powerful self-service features, multi-step customizable workflow processes and delegated administration capabilities. CONTROL-SA also provides provisioning to back-end heterogeneous IT resources. It includes a central enterprise security server, the Enterprise Security Station, and provisioning modules (i.e. connectors) that run on the various target platforms and applications – including mainframes, midrange servers, Windows NT/Active Directory, LDAP directories, databases, email systems, HR, CRM, ERP and other back-end systems. CONTROL-SA provides support for over 50 systems, which is unrivaled by any other solution on the market.

HealthCast provides an industry-leading single sign on (SSO) solution with distinctive functionality designed for health care providers. **eXactACCESS** is an enterprise single sign-on solution that simplifies secure and convenient access to any application (legacy, web-based, client-server, home-grown, etc.) in Windows, NT, and Novell environments. eXactACCESS helps provider organizations meet HIPAA security and data privacy requirements, improve user convenience and workflow, and decrease Help Desk costs. Its multi-user session functionality enables users to maintain private open sessions on shared workstations. eXactACCESS application “wrappers” enable “graceful” application logoffs, automate password management, and can navigate past the initial redundant application screens. ‘Roaming session’ functionality is available when eXactACCESS is integrated with Terminal Services. eXactACCESS is secure, builds on existing directory services, and can accommodate any type of user authentication (e.g., biometrics, proximity cards) that uses a GINA replacement. Access control is role-based. Timeouts and logoffs are configurable. eXactACCESS audits user access to applications (name and time) and administrator actions; standard and customized audit reports can be produced.

These industry-leading solutions are seamlessly linked together via a common repository (i.e. Microsoft Active Directory or an LDAP compliant directory) and leverage of CONTROL-SA and eXactAccess open API infrastructure. First, the solutions intersect at the directory. CONTROL-SA provisions user and group information to the directory as the result of auditable, approved workflows or administrative action, and eXactAccess provides SSO services to end users based on the information stored in the directory. Secondly, HealthCast eXactAccess provides “wrappers” for a wide variety of clinical applications. These wrappers provide SSO services and limited provisioning services as well. As a result of jointly developed, productized integration between CONTROL-SA and eXactAccess, there is no need to build new provisioning modules for clinical applications. By simply deploying eXactAccess and CONTROL-SA, your organization can now drive provisioning (account adds, changes, deletes) to applications such as Cerner Millennium, HP TraceMaster, Siemens Invision and more.

CONTROL-SA and eXactAccess create an integration management infrastructure for managing identity information, and provisioning all users—internal and external—for all types of clinical resources as well as legacy web-based and heterogeneous systems (over 40 supported out of the box). That’s what we mean by “end-to-end” identity management: all types of users, all types of applications. With BMC and HealthCast, the same user identity information drives both SSO and user provisioning.

The integrated solution is depicted in Figure 1. End-to-End Identity Management, which can be found on the next page of this proposal.

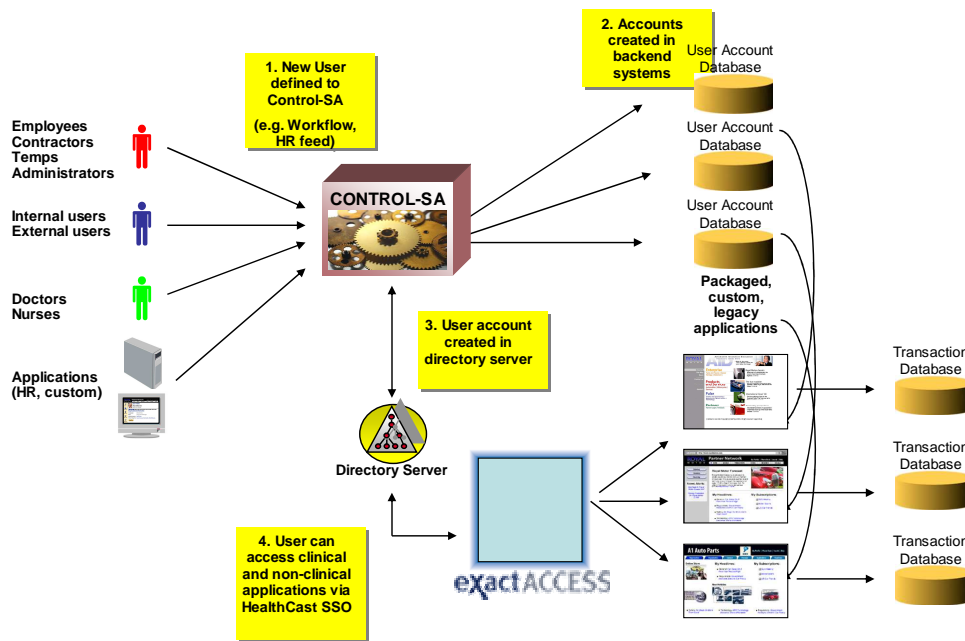


Figure 1. End-to-End Identity Management

Industry-First Features and Benefits

The integration of eXactAccess and CONTROL-SA provides numerous benefits unmatched by any other solution on the market. These include:

- True enterprise single sign-on with distinctive features for health care providers that are described in detail in the eXactACCESS section below.
- Single point of control for managing digital identities of users enterprise-wide provides faster, easier integration of all new users into the business environment.
- Single workflow system automates approvals and requests for access to Web-based applications and IT resources, which speeds up approval cycles and eliminates manual administration processes.
- Flexible business policy enforcement combines rule- and role-based provisioning of digital identities and access rights across the enterprise, increasing flexibility in identity and access management.
- Integrated user setup for both internal and external users and SSO which assigns user IDs and access rights during the user-creation process, increasing security and saves administrators time when setting up accounts.
- Extended self-service and self-registration for both legacy and clinical resources reduce user reliance on help desks and increase their overall satisfaction.
- One-step de-activation of user accounts increases security; users can be removed immediately from all legacy systems and applications as well as a market leading number of clinical applications.
- Extended delegated administration enables administrators throughout the enterprise, even external users such as partners and suppliers, to provision users to Web and IT resources and to manage digital identities.

In addition to the robust features of an enterprise single sign-on solution, eXactACCESS has a combination of unique features designed for health care providers that are distinctive in today's marketplace. These include:

- Secure multiple user sessions (at the operating system level) for shared workstations
- Configurable timeouts and logoffs
- Network drive mapping for each individual user
- Single sign-on to *any* legacy, client server, home-grown or web applications
- Automated graceful logoff, password management, and navigation past initial redundant screens managed by each application's integration 'wrapper'
- Interaction with existing directory services to eliminate duplicate SSO database management
- 'Roaming sessions' (when integrated with Terminal Services or Citrix)
- Seamless integration with advanced user identification and authentication technologies (e.g., proximity cards, biometric devices)
- Simultaneous support for SSO and non-SSO users

- Superior performance and scalability

HealthCast and BMC Software also share important core organizational values around innovation, customer value creation, and exceptional customer service. Each company has talented engineers and software developers with health care domain knowledge, and a clear focus on using today's technology to increase the return health care providers receive on their prior and future investments in diverse legacy systems. Each company's mission is centered on providing exceptional value to its customers. Features and functionality of the integrated end-to-end identity management solution are designed and executed to streamline clinical workflow, reinforce data security and privacy, and simplify identity management to reduce costs and increase returns.

In summary, BMC Software and HealthCast provide the only solution that puts the power of integrated identity management and provisioning and single sign on in the hands of enterprise customers. Consequently, the enterprise's operational costs drop even as user productivity and network security grow stronger.