



CASE APOTTI

Implementing identity and access management for world's first social and healthcare information system

BACKGROUND

Apotti is a Finnish transformational project that develops social and healthcare services and adopts a regionally uniform social and healthcare information system.

The Apotti system was adopted by Peijas Hospital at the end of 2018. Read more about the progress from here:

<https://www.apotti.fi/en>

2020 Apotti will have almost 35 000 active professional users across the social and healthcare services and process more than 1.6 million patients' health records. To benefit from such a system, the processes and access management must work like a well-oiled machine.

“The goal of Apotti is that social and healthcare professionals would obtain a user-friendly tool that makes working easier and provides best practices.”

APOTTI IN 2023

Impacts

1,7 million

residents in the Uusimaa region

The Apotti system improves client and patient safety and quality of care.

After deployments

50 thousand

Apotti users

More than 5,000 social care and health care professionals have participated in developing the Apotti system.

BENEFITS OF IAM APPLICATION:

- Automation removes manual work from Apotti system specialists
- Health care and social care professionals can access the system within minutes after requesting access
- Access request process is transparent and provides audit trail
- IGAMore application is provided in the same support portal (ServiceNow) as incidents and other requests
- End customers can connect their IAM apps directly to Apotti's IAM app
- IGAMore application supports multiple end customers with data segregation

APOTTI IMPLEMENTED IGAMORE APPLICATION IN 2018.

OVER 20 000 IDENTITY AND ACCESS REQUESTS WERE AUTOMATED DURING THE FIRST YEAR. SINCE 2018 TO 2022 OVER 750 000 IDENTITY AND ACCESS REQUESTS.