Vantaan ja Keravan hyvinvointialue

Wellbeing Services County of Vantaa and Kerava Identity and Access Management implemented in two months, not years.

At the beginning of 2023, the social and healthcare services, as well as the rescue services of the cities of Vantaa and Kerava, were transferred to the new Wellbeing Services County of Vantaa and Kerava.

As a key part of this reform, the wellbeing services county decided to centralize identity and access management on the ServiceNow digitalization platform.

To address this challenge, they chose Appmore's "IAM Application" solution built on the ServiceNow platform, which provided the required rapid implementation timeline, easy configuration

and simplified maintenance.

The implementation of the system was successfully completed within two months in collaboration with Sofigate. Niina Roth, IT Manager at VAKE, commented: "We only had five weeks, and Appmore really committed to making it happen. Without them, it wouldn't have been possible. Their dedication was invaluable to us."

During 2023, the system automated approximately 250,000 identity and access management-related tasks.

Read more from https://vakehyva.fi/en.

An efficient tool for	Better health and well-being for
7 000	**280 000**
social and health care professionals	residents

BENEFITS OF THE IAM APPLICATION

✓ Automation reduces manual tasks for VAKE system specialists

✓ Healthcare and social care professionals gain system access within minutes of requesting it

✓ The access request process is transparent and fully auditable

✓ IAM access requests, approvals, visibility, and recertifications are managed in the same centralized ServiceNow portal as incidents, device, and other requests

✓ The IAM application supports multiple source systems (e.g. a staffing agency rental system) for automated user account creation

✓ The multi-contract model enables one person to work simultaneously in multiple roles and locations

appmore

IAM application

ServiceNow® Store

for ServiceNow
for every system
for all identities and rights
with automation and integrations
with reporting and easy to use UI
with competitive pricing

Appmore IAM application for ServiceNow is the solution for your Identity & Access Management needs

No matter if you're trying to enhance your access and identity management process or cutting down OPEX, with IAM application you can automate identity and access right process lifecycle from order of the access rights to creation to deprovisioning.

You might be struggling with GDPR requirements for identities stored in multiple systems or facing security audit or internal reporting, with IAM application's easy to use UI and reporting capabilities you know

who has identities in which system and with what access rights, and who ordered and approved those rights.

With IAM application your users can request all access rights from ServiceNow's own easy-to-use catalog and you should no longer need email or other legacy solutions for handling access requests.

Users and managers can order either indefinite or temporary roles and

deprovision unnecessary access when those are no longer needed. When employment ends IT can use the IAM application to manage removal of all access rights from the user improving your security greatly.

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Functional architecture

USER INTERFACES

Employee or Manager   Administrator   Application owners   Auditors   3rd party application

| Portal User Interface | Admin User Interface | Approvals | Notifications | Reports | REST Interface |

IDENTITY AND ACCESS RECONCILIATION

Scheduled data sourcing from target systems

Identities, Access Rights and Policies

IDENTITY AND ACCESS DATASTORE

| Identities | Accounts | Access Rights |

Tasks and activities

Identities and Access Rights

ACCESS PROVISIONING

Provisioning to target systems
- Automated provisioning
- Task based provisioning
- Critical role combination
  checks

TARGET SYSTEMS (BUSINESS SERVICE / CONFIGURATION ITEM)

| Active directory | ServiceNow | EPIC | SalesForce | SAP | Etc. |

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