



Situation

Founded in 1954, St. Tammany Parish Hospital has grown from its initial 15 beds to its current place as the largest hospital in its Louisiana parish. It is a well-reviewed non-profit facility that consistently earns local and national accolades for its world class healthcare, and is lauded as an excellent place to work for its over 1,800 employees.

Over the years the hospital has incorporated new technology into their setup, but these advances have not come without growing pains. After migrating to a cloud-based medical record hosted by another, larger, medical facility, a majority of staff members found themselves with two IDs whose passwords were not synced. This created confusion among staff and caused big problems from a support perspective.

Daniel Belanger, the hospital's IT Technical Manager knew that he needed to unify the management of both accounts. He spoke with some of the hospital's partners, and eventually took their advice to explore Avatier. Initial setup took approximately six weeks, followed by another round of tweaks to configure settings and to customize the user interface. Now that implementation is complete enrollment has surpassed 1,800 users, Mr. Belanger is noticing a positive difference in the frequency and complexity of requests to the help desk.

Solution

Transitioning the hospital to Avatier's Password Station and getting things setup took some time, but the results have been just what Mr. Belanger hoped for. "We're able to manage password resets by individuals as well as by the help desk, and we can keep logs, limit permissions, things like that. It saved us a considerable amount of time resetting two passwords," he says.

Mr. Belanger goes on to elaborate on the different ways that Password Station has helped the organization: "We've synced passwords across both domains so that when we change one it changes both. That also limits the calls, because instead of having two passwords expiring at different times during the 90-day reset cycle, we can sync them together. It has saved us a lot of pain. It's been a lifesaver for me."

Benefits

Password Station has been of enormous benefit to both Mr. Belanger's department and to the hospital two unlinked Active Directory accounts. The entire onboarding process has been simplified and streamlined, and employee management is more straightforward than ever.

Password Station has helped to save time and resources, which gives Mr. Belanger's team the flexibility to improve upon his initial setup. That includes exploring additional ways that Avatier products might be able to help the hospital to improve the security and accessibility of the hospital's IT infrastructure. According to Mr. Belanger, Avatier has been a great find. "It's really benefited the organization as a whole."

St. Tammany Parish Hospital

St. Tammany Parish Hospital is a non-profit hospital located in Louisiana. It is the largest medical facility in the parish, serving patients throughout the region

For More Information

To learn more about St. Tammany Parish Hospital and other identity management implementations, contact Avatier Sales by phone at 925-217-5170, or email us at sales@avatier.com

Solution Overview

Customer Size

Over 1,800 employees

Systems Integrated

Two instances of Microsoft Active Directory

Country/Region

United States – South

Business Situation

St. Tammany Parish Hospital chose Avatier's Password Station to assist in unifying logins between two Active Directory instances.

Solution

Password Reset

Modules Purchased

Avatier Password Management - Password Station

Benefits

Password Station has streamlined user account creation and management, and has reduced calls to the help desk and time spent on the calls that do come in.

Organization Profile

Profile: St. Tammany Parish Hospital is the largest medical facility in its Louisiana parish, with over 1,800 employees serving patients throughout the region.

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Daniel Belanger, IT Technical Manager