



**Govern  
de les Illes Balears**

Servei de Salut

Balearic Islands Health Service  
(IB Salut)  
Conselleria de Salut i Consum  
Government of the Balearic Islands  
Spain  
www.ib-salut.caib.es

#### Industry:

Healthcare

#### Annual budget:

US\$1.705 billion

#### Employees:

12,000

#### Oracle Products & Services:

Oracle Identity Management

#### Implementor:

Oracle Consulting

#### Oracle Partner:

Grupo SIA  
www.sia.es

**“Our identity management initiative, which is built on Oracle Identity Management, seeks to unify user access to information systems and achieve a concept of one identity, one infrastructure, and one password.”** – Marcos Coquillat, Project Leader of the implementation of the identity management system, IB Salut

## Balearic Islands Health Service (IB Salut) Unifies and Centralizes Administration of Identity Management

The Balearic Islands Health Service, known as IB Salut, has 155 health centers, 7 hospitals and the 061 service for emergency and scheduled transportation of patients. More than 8,000 health professionals provide services to over 1 million people. IB Salut is implementing new technology as a tool for standardizing the public health system.

### Challenges

- Simplify the authentication of users registered in various information systems
- Reduce the number of user credentials needed to access computer applications to five
- Unify and centralize user management to facilitate movement of patients between hospitals and health centers
- Facilitate compliance with the Data Protection Law (LOPD), appropriately managing all user identities

### Solutions

- Worked with Grupo SIA to implement Oracle Identity Management as the foundation for a centralized and unified identity management system for IB Salut’s health professionals
- Registered 4,500 user identities, 40% of IB Salut employees, providing unified access to five of the institution’s 15 applications
- Reduced the time and cost associated with user management by 75%, centralizing procedures such as permissions and password changes
- Implemented delegated user administration, contributing to compliance with the LOPD through the definition of up to 80 user profiles
- Implemented a centralized security policy, enabling definition of account expiration dates and password complexity
- Reduced the amount of time required to register a new user
- Implemented a password self-management function, allowing users to access their own passwords and reducing help desk inquiries by 5%