

# ORACLE EXPERIENCE MANAGEMENT FOR HEALTHCARE

## KEY FEATURES AND BENEFITS

TRUE SINGLE SIGN-ON FOR ALL APPLICATIONS IN THE ENTERPRISE

- Requires no modification to legacy application security models
- Minimizes risk due to user mismanagement of passwords
- Programmatic password reset capability reduces calls to help desk
- Enables greater compliance through systematic execution of corporate password policies
- Secures kiosk environments throughout the hospital, thereby reducing the threat encountered with “shared session” systems
- Supports strong, multi-factor authentication at the desktop, allowing the organization to meet HSPD-12 and similar mandates

*Oracle Experience Management for Healthcare is an enterprise single sign-on solution that minimizes practitioner sign-on time and provides faster access to clinical applications and enterprise systems.*

The solution’s self service password management capability assists in the creation of passwords that are in compliance with corporate governance standards, thereby reducing the risk associated with typical end-user password management solutions. Oracle Experience Management for Healthcare integrates with both desktop and Web applications including legacy and remote systems. Oracle Experience Management for Healthcare enables the singular patient view that providers are seeking.

### Proven Secure Single Sign-On

The largest threat to data security within systems is poor password selection and management. In many healthcare organizations, policies designed to increase data security such as stringent password length, complexity and expiration rules are only further exposing the organization as users utilize analog means to simplify their password management tasks. With Oracle Experience Management for Healthcare’s enterprise single sign-on capability (eSSO), users authenticate once and the system performs all future authentication requests. Automated activities include logon requests, password selection and password change and reset. The system also enforces strong and fresh passwords regardless of the target application settings, which enforces corporate governance policies at the user interface layer without investing in potentially expensive rewrites of legacy application security models.

With Oracle eSSO, passwords and related data are protected wherever they are located, in the directory, in transit from the directory to the client, in client local disk cache and in client memory. Organizations have the option of utilizing the strongest cryptography available, including TripleDES and AES. And the solution is FIPS 140-2 compliant, enabling the organization to comply with the stringent privacy and security regulations that govern Healthcare operations.

### Rapid ROI

In most organizations, employees must remember five to 30 passwords and are required to change them on average every 30 to 60 days. Measuring the time spent entering, changing, writing down, forgetting and resetting passwords is difficult because each incident represents a small part of each user’s day. However, the aggregate cost can become substantial when time is calculated across the enterprise and over the course of a year. Productivity losses are not limited to just burden rates. Companies often attribute 30 percent of help desk calls to password problems. For a

**ORACLE IDENTITY AND ACCESS MANAGEMENT****ENABLE YOUR STAFF**

Address the security challenges inherent in your shared workstation clinical environments without adversely impacting staff.

**RELATED PRODUCTS**

Oracle Experience Management for Healthcare is part of the Oracle Identity and Access Management suite of products. This suite also includes:

- Oracle Access Manager
- Oracle Identity Manager
- Oracle Identity Federation
- Oracle Internet Directory
- Oracle Virtual Directory
- Oracle Web Services Manager
- Oracle Adaptive Access Manager

ten thousand person organization, that represents millions of dollars annually. By automating the sign-on process with Oracle eSSO and eliminating user managed passwords, an organization can realize significantly reduced help desk costs. Further, organizations typically recover the cost of the initial software investment in months, generating an ROI well in excess of 100 percent.

**Oracle eSSO Authentication Manager Leverages Strong Authentication**

Oracle eSSO Authentication Manager seamlessly retrofits strong authentication, of all major varieties, to all of an organization's legacy applications. As a result, the organization increases security, allows compliance with mandates such as HSPD-12, and positions the enterprise to take advantage of the coming convergence between physical and logical security.

**Oracle eSSO Password Reset Empowers Users and Saves Time**

Oracle eSSO Password Reset empowers Windows users to securely reset their own desktop password, based on their ability to correctly answer a configurable number of score-weighted personalized questions. This saves both time and money for traditional password-based user communities by freeing help desk support personnel to focus on more strategic issues.

**Oracle eSSO Kiosk Manager Plus Context Switching**

In many Healthcare computing environments, practitioners utilize a variety of workstation kiosks in the course of performing their daily responsibilities. These kiosks often utilize a "shared session" to simplify access for the many staff that must utilize them. This "shared session" access is problematic because it typically conflicts directly with security and compliance rules being enforced in other enterprise systems and is only implemented because typical security solutions do not fit provider work models. Oracle eSSO Kiosk Manager is specifically designed to accommodate just such a use case and when combined with Clinical Context Integration support can enable the end-user community while providing a secure computing environment.

**Summary**

With Oracle Experience Management for Healthcare, organizations can address the security challenges inherent in shared workstation clinical environments without adversely impacting staff. The Oracle eSSO suite provides comprehensive single sign-on, a self service model, password policy enforcement, advanced authentication support and is Clinical Context (CCOW) ready.

For more information visit <http://www.oracle.com/identity>

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