



Managing Identities in the Cloud

Keeping Michigan's Largest Health Plan Secure

CHALLENGE:

As a seven-year Covisint customer, Blue Cross Blue Shield of Michigan (BCBSM) continues to rely on Covisint to manage 6,500 agents' access to member enrollee package information as well as training and support materials.

COURSE OF ACTION

The BCBSM and Covisint relationship began in 2005. BCBSM selected Covisint to integrate its business applications into a single platform and securely manage access to the applications based on a user's profile.

Agents working for BCBSM log into BCBSM's Agent Secured Services portal, powered by Covisint. The Agent Secured Services is a program specific self-service portal for BCBSM sales agents to register for training services, access information specific to BCBSM products and manage their overall book of business.

Covisint works behind the scenes to verify an agent's identity and ensure the agent is granted access to specific information based on their user profile. In addition to providing identity and access management for BCBSM's Agents, Covisint also provides secure identity and access management for BCBSM's group customers.

SECURE

Covisint enables enterprises to effectively manage entitlements (what users can do within Cloud applications) and base them on enterprise roles.

Most SaaS applications come with their own entitlement model, with internal administration of entitlement policies and an application-specific user interface for defining which users get specific entitlements within the application. This model, generally, is detrimental for enterprise identity and access lifecycle management and compliance. Setting up joiners and movers or de-provisioning leavers requires manual intervention, and tracking "secure identities and access privileges" often means the creation of application-specific reports.

With Covisint, BCBSM no longer has to be concerned with the cost and complexity of the do-it-yourself approach to security and lifecycle management. Covisint provides BCBSM with a centralized audit and logging of each user's activity to and from their applications and also tracks and audits activity on a per application basis.

RESULTS

The strategic relationship between BCBSM and Covisint has proven to be a win/win. BCBSM has saved administrative costs by removing the burden and complexity of integrating business applications and managing access across thousands of users. They also have decreased internal confusion by providing secure, reliable, and automated access to pertinent information across multiple applications.

Covisint has proven its ability to meet the identity challenges for healthcare organizations without compromising security and compliance.

Trusting a vendor to tie existing assets together and securely manage access to these applications is paramount. Covisint has been managing identities in the cloud since 2000, making its platform among the most proven and most secure the world. We developed our solution over many years with customers in some of the most competitive and rigorous industries in the world; including healthcare, automotive, energy and travel. By meeting and exceeding their demands for a highly available, highly secure, and highly complex solution to achieve their business objectives, we believe we have the world's leading identity management solution. In fact, our world-class platform is the foundation for our entire suite of population health management, transitions of care and care coordination solutions that have been adopted by hundreds of payers, providers, physician groups.



Covisint provides the leading cloud engagement platform for creating and enabling new mission critical external business processes. Our solutions enable organizations to connect, engage, and collaborate with the critical external audiences that define their success -- including customers, business partners, and suppliers. Learn more at covisint.com.

Covisint Corporation

One Campus Martius

Suite 700

Detroit, Michigan 48226

United States of America

p 313 961 4100 | covisint.com

All Covisint products and services listed within are trademarks of Covisint Corporation.

All other company or product names are trademarks of their respective owners. ©2014 Covisint Corporation.