



A Case Study

# Enhancing Epic EMR: Seamless Integration and Automated Identity Lifecycle with Identity Bridge



# EXECUTIVE SUMMARY

A prominent US-based healthcare provider, faced significant challenges in provisioning into the Epic EMR system. Further, automating the EMP and SER creation proved a significant hurdle, with limited solutions in the market. Additionally, the client aimed to integrate their on-premise identity management system, seeking to automate and streamline their manual workflows.

Seeking a solution, they turned to Avancer, discovering us through the [Epic app market](#). In response our team integrated the client's on-premise identity management system, along with successfully deploying crucial modules—Epic EMP, SER, and Active Directory—across 28 sites. Our strategic deployment and customization helped improve the client's Epic EMR system provisioning, showcasing our expertise in healthcare technology solutions.

*Avancer Identity Bridge – Epic App Market: <https://fhir.epic.com/Download?id=22065>*

# ENGAGEMENT SUMMARY

## Highlights

**Project:** Deploying Identity Bridge to provide a tailored IAM solution seamlessly integrated with the client's existing systems, including Epic.

**Industry:** Healthcare

**No. of Identities:** 34,000

**Our Role:** Product Customization and Deployment, Application Integrator, and Support

## Review & Quality Control

- Client efficacy was primarily determined by thorough testing and client reviews.
- The product did not directly move to production but underwent rigorous testing in the client's free-broad environment.
- Weekly client feedback and internal discussions ensured ongoing improvements and customization, meeting specific requirements.
- A robust project management system and daily sprints tracked development progress and bug fixing.

## Challenges

- Faced significant challenges in provisioning into the Epic system.
- Automating the EMP and SER creation caused hurdles due to limited availability of solutions in the market
- Required a solution to help integrate on-premise identity management system
- Required a solution for automating and streamlining manual workflows

## Benefits

- The seamless Epic integration reduced manual efforts significantly
- Automation of complex provisioning processes for Epic EMP and SER resulted in a smoother workflow
- The solution showcased avancer's powerful API integration capabilities
- It eliminated the need for expensive Epic resources
- It offered a substantial cost-saving benefit for the healthcare provider
- The deployment approach ensured stability and reliability, addressing any bugs or issues before the product reached the client's production environment.

## Avancer's Solution

- Avancer proposed and successfully deployed three critical modules for the client:
  - Epic EMP, SER, and Active Directory
- The deployment spanned 28 sites and hospitals within the healthcare organization
- The team implemented a quality-focused approach, including a meticulous testing stage, pre-prod server deployment, and a replicated environment mirroring the client's in a Red Hat setup
- Configure Epic Interconnect Security to accept EMP and SER data
  - Provision EMP and SER records
  - Perform CRUD (create, read, update, delete) EMP and SER records
  - Link EMP and SER records
- The team adapted the Active Directory connector to meet specific requirements, introducing a declarative rule-building approach and role management based on department and job title matrices

# THANK YOU

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