



# Implementing Automated Identity Management for a Healthcare IT Provider

*How CrucialLogics helped PointClickCare® automate their onboarding and offboarding processes*

*PointClickCare is a market leader in innovative cloud-based technologies for Long-Term and Post-Acute Care (LTPAC) providers in the healthcare industry. Their solutions enable users to navigate the new realities of value-based healthcare and to provide them with access to the insights and tools they need for their daily duties. PointClickCare was recently named by Deloitte as one of the fastest growing technology companies and one of Canada's best managed firms. The company's rapid growth was a result of both expanding from within, as well as mergers and acquisitions to complement their own divisions. This growth resulted in increased demands not only on their in-house IT infrastructure but also on their frontline helpdesk staff.*

## SOLUTION

### *Develop a custom onboarding and offboarding solution*

PointClickCare needed to implement an automated identity management system that would allow for the provisioning and deprovisioning of their enterprise accounts. This would help them to reduce the manual efforts of their frontline helpdesk staff to setup IDs and accounts.

CrucialLogics leveraged the Microsoft Identity Manager (MIM) Platform to implement an Identity Management (IAM) solution for PointClickCare. They created the necessary custom connectors to the upstream and downstream systems to ensure provisioning, deprovisioning, adds, moves and changes were automated and worked seamlessly with their ticketing and HR systems. PointClickCare was very happy with the results CrucialLogics delivered and especially their collaborative approach. PointClickCare's Manager of Corporate Technology Solutions, Clyde Gonsalves, comments: "I really appreciated that they were so open and straightforward with us in their communications. Everything was up front. Any issues and concerns were

always addressed and dealt with straightaway." As a result of their successful relationship, CrucialLogics was appointed to help develop and implement a custom onboarding and offboarding solution for PointClickCare.

## RESULTS

### *Working in sync as a partner – not a vendor*

The CrucialLogics and PointClickCare teams worked together to conduct a thorough review of the company's IT architecture. Together the teams established what needed to be done to streamline the company's onboarding and offboarding processes. "It was like having expert consultants working for us on premise, which for me was a huge difference from working with just a contractor," commented Gonsalves. "That was very valuable to me. They were an extension of my crew."

CrucialLogics developed an automated solution that included workflow to downstream business systems and cloud based applications, which were successfully implemented without any disruptions to day-to-day IT operations. To date, CrucialLogics continues to help PointClickCare to expand and streamline their in-house and external IT infrastructure to maximize their technology investments.

*"I was not looking for a vendor – I was looking for a partner, someone I could work with day in and day out. CrucialLogics delivered."*

*– Clyde Gonsalves,  
Manager of Corporate Technology Solutions,  
PointClickCare*