



CUSTOMER CASE STUDY

Availity Chooses ForgeRock to Help Manage and Route Millions of Transactions a Day

As one of the nation's largest health information networks, Availity connects hundreds of thousands of providers to healthcare plans. Its booming network was quickly outgrowing its traditional legacy identity and access management (IAM) system. After considering several IAM providers, Availity selected the ForgeRock Identity Platform because of its power, scalability, flexibility and cost savings. Using the ForgeRock platform, Availity now supports 12 billion transactions per year, over 800,000 daily logins, and connects two million providers to healthcare plans through the U.S.

Opportunity

Availity is one of the largest real-time healthcare business information exchanges in the country. A trusted intermediary between health plans and providers, Availity's products ease the complexity of moving business and clinical information to healthcare stakeholders nationwide. Availity's powerful, intelligent platform drives real-time connectivity with speed and accuracy at the intersection of healthcare and technology. Availity's products deliver revenue cycle and related business solutions for healthcare professionals who want to build healthy, thriving organizations.

Availity previously used a legacy vendor's solution to power identity access management (IAM) for its network. However, the legacy technology lacked the ability to scale to support an increasing number of healthcare practitioners and health plans using the system. Moreover, the incumbent solution didn't provide enough flexibility to add new services as needed. Availity was also looking for a vendor that provided optimal customer support.



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Jason Carmichael
Manager of Enterprise Architecture for Availity

CUSTOMER

Availity operates the largest real time information network in healthcare, connecting over a million providers, health plans and their technology partners.

HIGHLIGHTS

800,000+ daily logins

Supports 12 billion transactions per year, 800,000+ daily logins and connects two million providers to health care plans through the U.S.

> 6 Months

Deployed in less than six months

Why ForgeRock

During the evaluation process, Availity analyzed a number of identity management vendors. The selection criteria placed a premium on customer support, expertise in the healthcare market, insight into the company's product roadmap, and the ability to support an ever-increasing number of daily transactions while maintaining service level agreements (SLAs).

Availity found that legacy vendors tended to refer to their solutions as "robust," but in reality these solutions suffered from too many features that were not fully integrated. This bloated approach, according to Availity, drove up support costs. The need for responsive support and minimal downtime of their identity management system to prevent loss of customers and revenue were also major factors driving their decision. "One of the things we love about working with ForgeRock is their transparency," said Jason Carmichael, manager of enterprise architecture for Availity. "With them, everything was out in the open, and they just made the whole process easier for us." Availity's preference for ForgeRock was also strengthened by the promise of a six-month roll out compared to an 18-month timetable legacy vendors offered, as well as high levels of customer support.

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Jason Carmichael
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Results

Since implementing ForgeRock, Availity has met its scalability and flexibility goals, while improving efficiencies and reducing costs. "ForgeRock's Identity management really is at the center of our business and the center of our technology infrastructure," said Carmichael. "Without identity management, we'd have no way of securing, managing, and routing the millions of transactions occurring on our network every day. Since we're in the healthcare market, it's imperative that everything is secure and that we have a high level of confidence in identifying the individuals who are on our system and what they're doing with it. Without an effective identity management strategy, our business would stop."

Availity completes two billion transactions annually, and the ForgeRock deployment is running at a third of the computing power that was required by the company's incumbent identity management vendor. What's more, the ForgeRock Identity Platform requires less hands-on maintenance.

Highlights

With ForgeRock Identity Platform, Availity:

- » Supports 12 billion transactions per year, 800,000+ daily logins and connects two million providers to health care plans through the U.S.
- » Uses one-third of the computing power compared to the company's incumbent identity management vendor
- » Reassigned three developers to focus on revenue-generating services and off of IAM
- » Automated time-consuming tasks like registration, password reset and access requests to create a more streamlined customer experience
- » Deployed in less than six months

About ForgeRock

ForgeRock, the leader in digital identity, delivers modern and comprehensive Identity and Access Management solutions for consumers, employees and things to simply and safely access the connected world. Using ForgeRock, more than a thousand global customer organizations orchestrate, manage, and secure the complete lifecycle of identities from dynamic access controls, governance, APIs, and storing authoritative data – consumable in any cloud or hybrid environment. The company is privately held, and headquartered in San Francisco, California, with offices around the world. For more information and free downloads, visit www.forgerock.com or follow ForgeRock on social media.



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