



Alert Enterprise

PIAM for the Healthcare Industry.

Delivering quality healthcare is a combined effort requiring close cooperation between provider networks, hospitals and medical specialties, as well as lab and testing services.

Add to this the dimension of prescription management, pharmaceutical supply chain and retail pharmacy. The claims and delivery management systems for health insurance carriers, HMOs and PPOs all need access to medical records.



Alert Enterprise **Guardian** delivers **GEN AI** powered enterprise-wide security, governance, compliance, policy enforcement, automation and workforce management to the Healthcare industry in a single platform; taking your global physical identity & access management program to the next level.



The Alert Enterprise Solution.

Alert Enterprise Guardian, an AI-powered platform for physical identity and access management, is used by numerous Fortune 500 companies worldwide. Here's why customers select Guardian:

- Highly flexible platform to digitally transform the entire hire-to-terminate life cycle for employees, contractors and visitors deeply integrated with your existing physical access control systems and extended ecosystem relating to workplace access
- Automate governance, risk and compliance relating to your physical identity & access management program
- Powerful insights driven on AI & Machine Learning
- Tools to aid compliance and automation of controls for HIPAA, Sarbanes-Oxley, NIST SP800-xx, ISO 27001/27002, and HITRUST
- Elevated critical business processes around identity and access management/governance in an integrated solution
- Implement a single solution for cross-platform provisioning of access with converged physical and logical systems


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Challenges.

The following are the most common challenges faced by Healthcare institutions:

- Lacking an automated & dynamic process for hire-to-terminate identity life cycle management for physical access
- Minimal automation & integration with physical access control systems like **Genetec, C-Cure 9000, Lenel**, etc.
- Slow access auditing & recertification processes
- Initial onboarding processes, time to be productive
- The area access request process is manual and siloed
- Lacking dynamic workflows, tooling & approval processes
- Lacking in native **web app, mobile apps** and plugins for other platforms like **ServiceNow** to maximize user adoption
- Lacking ability to apply policy in real-time for physical access
- Lacking ability to automatically detect nonconformities with SOPs, policies, regulations, SOD violations, etc.
- Lacking real-time threat profile for active identities/users to perform insider threat detection
- Lacking a dynamic visitor identity & access management process seamlessly integrated with physical identity & access management program
- Failing to achieve a frictionless workplace access experience, looking to go to mobile NFC-based access



Workforce Access Automation.

Alert Enterprise **Guardian** with GEN AI at its core provides a frictionless workplace access experience, that is **safe, secure and compliant**.

Here are sample use case scenarios that Guardian solves out-of-the-box:



Automated hire to retire transformation.

Real-time integration of Guardian with leading HR systems and data lakes allows Supervisors/HR or Security Administrators to trigger a new identity creation process (as part of onboarding) and auto-provisioning of access levels based on their role, location and access policies.

Similarly, the HR/Admins can initiate a “User Termination” workflow as part of the employee offboarding process. This triggers automated removal of identities and access levels across all connected systems.



Access Management.

Guardian integrates across various enterprise applications, physical facilities and critical assets including leading platforms like Genetec, Lenel, C-Cure 9000, Honeywell, AMAG, etc. This empowers the system users and managers to view/request access for themselves or others in the organization, and audit if the same access was granted via an established standard.

Admins/Users can create a new request (via a self-service portal) to add/remove specific access, either for themselves or others. These requests are sent for single or multi-step approval and auto-provisioning (once approved) based on the security needs. Contractor user access review is performed on a quarterly basis or as required by compliance. Guardian can be configured to deactivate a badge after a configurable number of days of inactivity.



Asset Governance.

The Guardian platform provides Asset Inventory Management for various asset types like metal keys, gate openers or other high valued assets, that can be assigned to individual employees.

The self-service portal (with SSO/AD) is fully capable of requesting assets, and the necessary approval process can be configured to record approvals and the chain-of-custody, end-to-end life cycle of these assets.



Report Generation.

Multiple compliance standards require both physical and logical access to be reviewed every 90 days. Alert Enterprise Guardian is capable of generating reports required for periodic reviews (daily, weekly, monthly, etc.) and ad-hoc reviews consisting of identities that are active, inactive and pending for approval, training, etc.

Guardian integrates with other IT, HR, Cybersecurity, Learning Management and Ticket Management systems to generate reports that provide a unified view of threats across the enterprise, and deploy rules-based solutions to prevent malicious acts, sabotage, terrorism and cyber threats.

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Anomaly & Insider threat detection with AI.

Guardian tracks employees' requests to access a new facility or area for themselves or another person, which enables the security personnel to correlate staff entry into sensitive locations with business reasons and prior access patterns.

AI-powered anomaly detection, like a badge swipe at off-shift hours, piggybacking and multiple access denied attempts, can be enabled for critical resources to reduce the risk from insiders. By enabling convergence between physical and logical security systems, the solution can gather and provide security intelligence from a number of sources and systems.

The AI policy engine also helps in detecting noise/duplicate alarms and provides only the qualified alarms for security teams to address. The alarm response dashboard can be an external application like ServiceNow, Splunk or others. The connector framework will help push these qualified alarms to any system.



Enforcement of Compliance Standards.

Alert Enterprise Guardian delivers GEN AI powered enterprise-wide security, governance, compliance, policy enforcement, automation and workforce management to the Healthcare industry in a single platform taking your global physical security identity & access management program to the next level.

Similar governance can be performed on a need basis for contractors or temporary employees, with automatic alerts sent when there is a change in status for individuals, the ability to track the approvals and revocations.

For access requests and approvals, Guardian automatically checks security policies and documents compliance with requirements that verify who approved access to which facilities and for what duration of time. It also enforces the Segregation of Duties (SOD) which avoids access requests being self-approved.



Syncing Across Multiple PACS.

Guardian connects with multiple Physical Access Control Systems (PACS) to manage physical access to critical facilities - from one place. It takes the guesswork out of approving access to physical locations or applications based on specific roles within the organization.

This enables the security staff to remove physical access to systems and facilities with a single click and invoke mitigating controls like additional video surveillance or proximity tracking.

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An Epic Approach to the Visitor Identity Life Cycle

When compassionate care is the goal, safety must come first - but compliance won't be taking a backseat either. Make them go together when you digitally transform IT and physical access for patients, employees and visitors. We can help you create a smoother, more secure experience for everyone - and you can make it happen with the systems you already have in place.

Meet Visitor Identity Management (VIM) from Alert Enterprise

It's certified.

HL7-certified, VIM software integrates with EPIC and automates the entire visitor identity lifecycle, including:

- Pre-registration
- Check in
- On-site experience

It's safety-first.

Make sure staff, patients and visitors experience the highest level of safety.

- Automate the vetting of visitors against internal and third-party watch lists
- Configure alerts and workflows based on visitor status

How would VIM blend in at your healthcare facility?

We like to keep it simple. Let's take a tour of how VIM fits into your facility's flow in two steps.

First, here's what VIM does:



Syncs new patient records once they're created in EPIC via HL7 message



Pulls relevant patient data like name, department, MRN unique identifier, etc.



Creates a visitor profile associated with the appropriate patient



Pushes HL7 messages for discharge and updates within the EPIC HL7 interface

Second, here's what everyone else does:



Staff issue visitor stickers, technology badges or advanced mobile credentials based on the visitor profile



Visitors can check in and out using their mobile device, lobby workstation software or a self-service kiosk

What can your organization get out of VIM?

- Greater security for everyone in the building
- More positive, frictionless patient and visitor experience
- Simplified compliance and data protection
- Less burden on clinical, administrative and security staff

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Visitor Management System.

Alert Enterprise Visitor Management System provides Corporate Security with enhanced control of visitor access and enforces security standards. All of the platform features related to workflow, notification, compliance and PACS integration are available for visitor scenarios as well.

Following are the common use cases which are available out-of-the-box:



Streamline Visitor Registration Process.

The Visitor Management System can be deployed as a Kiosk (self-service) or Lobby (managed service) setup. The visitor registration process can be streamlined by providing a pre-registration workflow and enhanced by integrating with local or federal banned lists.

Access points are managed and locations are secured in a granular manner using a centralized management process. The solution provides front desk and security teams with streamlined, robust and secure processes for validating a visitor's identity.



Audit All Visitor Logs.

The Visitor Management System maintains logs that report on who visited a facility, who approved their visit, how long they stayed and which areas within the facility visitors were allowed to access. This provides the ability to conduct an audit and enhance search capabilities.



Establish Visitor Escort Compliance Requirements.

The system enforces strict compliance standards when the visitor is requesting access to critical facilities. The access request form lists the expected time to check out as a mandatory field.

The solution triggers escalation emails when the visitor is not checked out after a certain number of hours (configurable). If the visitor is not checked out after 24 hours (configurable), VMS triggers an email to ESOC.



Automate Background Checks.

Upon visitor registration, the Visitor Management System performs an automated background check, using the visitor's ID or driver's license information, against a set of watch lists (BOLO, do-not-enter, etc.).

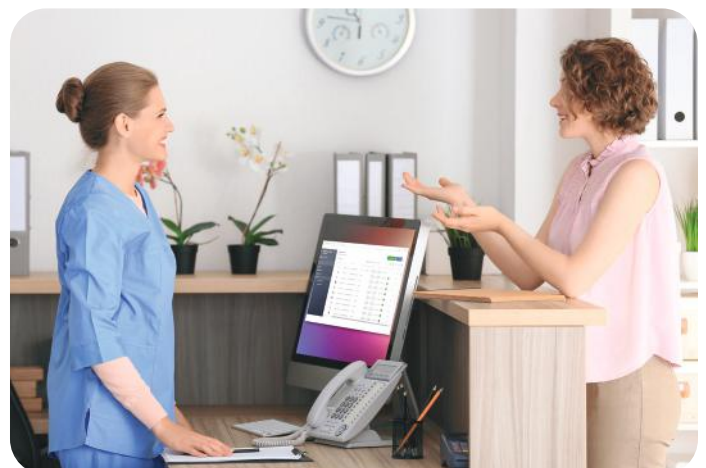


Identify and Notify All Visitors in the Facility.

The system solution provides a single interface for accurately identifying all the visitors in a facility and notifying them in case of an emergency. This offers a holistic view of building occupancy at any given time.

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How Alert Enterprise Leverages Technology So Healthcare Organizations Can Maintain Continuous Compliance.

- Extends access management and risk analysis beyond IT applications to include physical access control systems
- Creates a unified access and reporting mechanism across applications in all domains (IT, Physical Access Control Systems, SCADA)
- Establishes an all-encompassing strategy for onboarding/offboarding related to access management, managing contractor access as well as validation of certification and background checks
- Offers holistic business alignment for security risk and compliance posture alignment

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