



The Argenteuil hospital centre relies on Ilex International to implement their establishment directory

The Argenteuil hospital centre (in the Val d'Oise area near Paris) has adopted the Meibo People Pack Healthcare solution developed by Ilex International, a software company specialised in Identity and Access Management, to implement their establishment directory.

Managing and administering the hospital centre modernisation



With 822 beds, 35,000 people hospitalised, 77,000 people admitted in the casualty department, 3,175 births and 310,000 medical consultations each year, the Victor Dupouy hospital centre in Argenteuil is one of the main public health establishments in Paris' inner suburbs. In the fight against nosocomial infection, it is ranked first among the hospitals in the Val d'Oise area according to statistics from the Ministry of Health. The Argenteuil hospital centre is now at a turning point with the opening of the "New Hospital", the first delivery phase being scheduled for the end of 2012.

Security, a focus of concern

The IT teams in charge of applications are in need of automated software resources (such as accounts and application rights...) or hardware resources (passes, telephones...), a critical point since the medical staff can hold various functions corresponding to specific profiles for applications. In addition, efforts are currently made to implement a strong security policy in line with the Confidentiality Decree from May 15, 2007. Indeed, the organisation must be managed in compliance with legal directives.

“ With the Confidentiality Decree, we felt encouraged to implement a strong security policy. Within the framework of an institutional project on IAM related to our Information System's master plan, we started to work on the establishment directory project. **”**

Nouredine Ghelmi, Project Manager in the Customer Relations & IT Department at the Argenteuil hospital centre

A strategic partnership: MiPih and Ilex International

For this project, the Argenteuil hospital centre has chosen Meibo People Pack Santé, Ilex International's Healthcare solution of Identity and Access management. Supplied by the HR database, this solution supports the users of the hospital's Information System throughout their time at the hospital centre and helps streamline, administer and audit the business processes which are associated with them: arrivals, departures, transfers, resource allocation, etc.

Ilex International is a Technology partner of the ASIP agency (Agence des Systèmes d'Information Partagés de Santé - a French agency for Healthcare Shared Information Systems) and works closely with the MiPih organisation (Midi Picardie Informatique Hospitalière - Midi Picardie Hospital IT). The MiPih is a public, inter-hospital cooperation structure which offers a number of services to its members and clients (distribution and implementation of MiPih software packages as well as complementary products from partners, integration and exchange of data between patient administration management and other hospital IT applications, hosting and outsourcing of application services, etc.). This cooperation has resulted in complementarity and integration between Ilex International Identity and Access management products and MiPih software package solutions such as AgiRH, an HR management solution.



KEY TAKEAWAYS

The challenges

- Comply with the Confidentiality Decree (2007)
- Automate and streamline the management of resources and associated business processes

The solution: Meibo People Pack

Ready to use solution managing IT users' lifecycle and their rights within the hospital

The benefits

- Data security and confidentiality
- Ergonomic and customisable user interface
- Identity and application rights management reliability



As a MiPih member, the Argenteuil hospital centre quickly realised the relevance and the added value of Ilex International technology.

“ One of the main assets of the company Ilex International lies in their partnership with MiPih. We are a MiPih member for all our HR solutions. This guaranteed the strong reactivity we needed for the implementation of our Identity management solution. The product offers many possibilities, it is flexible and adaptable and its abilities to reorganise HR processes and cross-functional processes across the entire establishment bring it a strong added value. ”

Nourredine Ghelmi

The IT Department has also appreciated the cross-functional dimension of this solution across the entire establishment. Users are provided with a self-service tool which let them request resources and modify information related to their user details via an ergonomic, user-friendly interface. Administrators can configure the solution entirely, using its Web interface.

HR Director and IT Director: cross-functional project co-pilots

To meet the technical, organisational and functional challenges of the project, which required the involvement of the whole hospital staff, the project management has been assigned to a strategic duo: the IT and HR Departments.

“ It was necessary to have the HR Department at the core of the system, in order to guarantee the validity of the employee Arrival-Modification and Departure process and to ensure maximum security and confidentiality when allocating or removing software and hardware resources. This helped us model all the selected provisioning processes for third-party resources. It also had a strong restructuring impact as each application was fed with reliable and long term structures and data, on a "business as usual" basis. ”

Nourredine Ghelmi

The deployment started in September 2011 with the implementation of Meibo People Pack Santé from the AgiRH and AR2H bases. During this initial phase, which was completed in December, the business-based rights model was defined as well as the validation process related to the Arrival-Departure of an agent. Then, two phases were completed during the first quarter of 2012: a functional "business" configuration phase followed by a more technical phase, which consisted in the automated "provisioning" of the application repositories. Today, it is time to look at what has been done and what will need to be improved.

The deployment should be completed in June with a major communication campaign on the "Supra Annuaire" in French (in other words, "The Directory"), such as people in the hospital call it.



“ This is the name we gave the Meibo People Pack solution at the Argenteuil hospital centre. We gave it this name so that people could get easily familiarised with it and are keener to use it. For the same reasons, we applied the hospital visual style to the application graphical interface right from the start. We have also imagined a slogan: "The Directory: the Right Resource at the Right Time, at the Right Place". ”

Nourredine Ghelmi



Ilex International

is a software provider

specialising in Identity and Access management (IAM).

Partner to most of the

blue chip companies, today

Ilex International is renowned

for its expertise in enterprise repositories and Identity

Federation.

www.ilex-international.com



MiPih (Midi Picardie

Informatique Hospitalière - Midi Picardie Hospital IT) is a public,

inter-hospital cooperation structure.

A Software package provider offering the "Convergence-Profils" solution used in about 400 organisations and 10 CHU-CHR (University hospitals and Regional hospitals).

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