#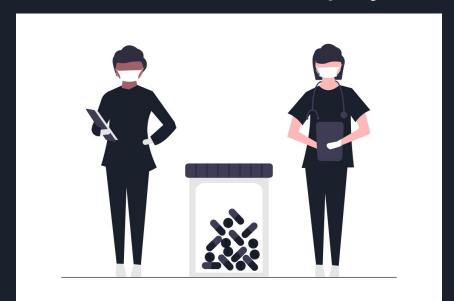 Enhancing Clinical Trial Data Security by 30%: Strengthening Protection with Identity Access Management for a Global Pharma Company

Secure Trial Solution

Customer
Leading US pharmaceutical company

Business Domain
Healthcare

Solution
Secure Trial Solution

Tech stack
Appian BPM, Maria DB

Business Challenge/Need

A pharmaceutical company conducting trials across North America and Europe needed a robust solution to safeguard sensitive data while ensuring operational efficiency:

- **Outdated Security Systems**: Manual access management posed significant risks of unauthorized access to critical trial data.
- **Complex Compliance Requirements**: Adhering to GDPR, HIPAA, and other stringent data protection regulations was challenging.
- **Operational Delays**: Slow approval processes for data access requests hindered trial progress.
- **Collaboration Barriers**: Managing secure access for external partners, researchers, and sponsors in multiple regions was cumbersome.
- **Data Integrity Concerns**: Ensuring the accuracy and integrity of clinical trial data across various platforms was a significant challenge.
- **Lack of Audit Trails**: Difficulty in tracking data access and modifications for compliance and accountability purposes.
- **Scalability Issues**: As the number of trials and collaborators grew, existing systems struggled to handle the increased workload efficiently.

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Solution

Appbay delivered an Identity Access Management (IAM) solution tailored for the client's global operations:

- **Role-Based Access Controls**: Ensured users accessed only the data necessary for their roles, reducing exposure to sensitive information.
- **Advanced Security Features**: Biometric authentication and AI-based anomaly detection prevented unauthorized access.
- **Automated Access Workflows**: Streamlined access approval requests, reducing delays and ensuring compliance.
- **Regulatory Compliance Tools**: Designed to meet GDPR, HIPAA, and other regional standards for data privacy and security.
- **Audit Trail and Monitoring**: Comprehensive logging and real-time monitoring ensured full traceability of data access and modifications, supporting compliance.
- **Secure External Collaborations**: Enabled seamless yet secure access for external partners, researchers, and sponsors across regions.
- **Scalability and Flexibility**: The system scaled efficiently to support growing trial volumes and diverse user groups, adapting to changing needs.

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Why Customer Choose the solution?

The customer choose Appbay's IAM solution for its robust security, seamless compliance with global regulations, and operational efficiency. The system's AI-powered security features, automated workflows, and scalability enabled secure, compliant, and streamlined access management across their global operations.

- **High-Level Security**: Biometric and AI-powered tools minimized risks of data breaches.
- **Compliance Assurance**: Built-in regulatory adherence eliminated risks of non-compliance penalties.
- **Efficiency Gains**: Automated workflows expedited access approvals, reducing delays.
- **Scalability**: The system was designed to adapt to growing needs, including more complex access hierarchies and larger trial operations.
- **Global Reach**: Seamless support for multi-region operations and varying local regulations.
- **User-Centric Design**: Intuitive user interface reduced onboarding time for new users and partners.

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Business Impact & ROI

Appbay's IAM solution significantly strengthened data security for the global pharma company, reducing data breach risks by 75% and ensuring compliance with GDPR and HIPAA regulations. It improved operational efficiency by cutting access approval times by 60% and saving 30% in administrative costs, while also enabling smoother collaboration across global research teams.

- **Improved Data Security**: Data breach risks reduced by 75% with advanced security protocols.
- **Faster Access Approvals**: Access request times decreased by 60%, enabling quicker trial progress.
- **Cost Savings**: Automation reduced administrative workload by 30%, saving operational costs.
- **Enhanced Compliance**: Ensured 100% adherence to GDPR, HIPAA, and other regulations, avoiding penalties.
- **Streamlined Collaboration**: Simplified secure access for global partners, improving coordination across regions.