



# HELLOID AND A&M IMPACT PROVIDE IHUB'S USERS WITH AN INTUITIVE, CENTRAL, & COLLABORATIVE CLOUD WORKSPACE.

iHub, a partnership of 4 care providers, required a collaborative, cloud workspace to facilitate its collective mission of providing youth care, parental support, special education, and teacher training. An integrated, joint cloud IT service needed to replace the existing, loose combination of on-premise technologies across disparate environments. The combination of HelloID's access management with a&m social intranet provides users with a seamless, intuitive workspace.

Forming a coherent partnership out of four organizations presents inherent challenges – particularly concerning IT. The formation of iHUB required synchronizing their organization and resources while maintaining distinct operations, internal culture, and branding. Altra, Horizon, De Opvoedpoli and De Nieuwe Kans have retained their identities and specialization while working together on the back-end. A central IT department simplifies management from a single service center, allowing the organizations to focus on their care offerings and minimizing costs.

## Client

iHUB

## Challenge

iHUB needed to tackle an ambitious cloud migration to support its 4 partner organizations with a collaborative, modern workspace providing seamless access to applications and data.

## Solution

By integrating HelloID's Access Management with a&m impact's social intranet, iHUB employees receive a user-friendly, personalized workspace facilitating safe and proper access.

## Products and connectors

HelloID's Access Management integrated within a&m impact's social intranet platform.

## Result

3,000 iHUB colleagues across 4 partner organizations collaborate within the same digital workspace. Every iHUB partner has retained its own identity and culture, while fully supporting cooperation between all employees.

“Thanks to the combination of a&m impact and HelloID, our employees have one user-friendly digital workplace with access to all their colleagues and applications. All attention can go to the joint care for our clients.”

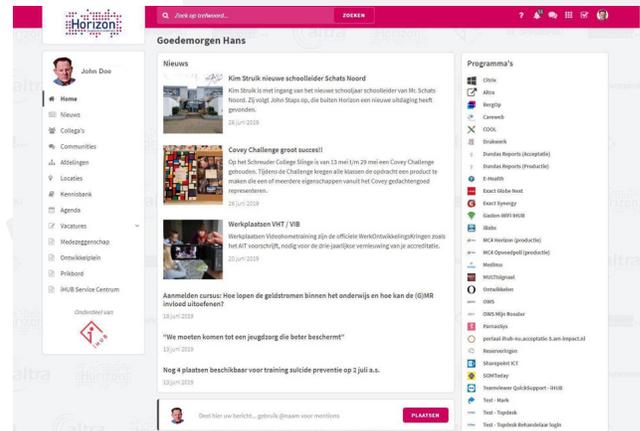
Mark van Rijn, IT coordinator iHUB

Utilizing HelloID's integration with a&m impact's workspace platform proved to be the perfect solution. Via HelloID's Access Management, users login once to access applications, data, and a&m's front-end, cloud workspace. This setup facilitates collaboration and communication amongst colleagues and partnered care providers. Once logged in, users can easily navigate via HelloID's widget to personalized portals, where all their IT resources are available with just one click.

## Ambitious Yet Confident Cloud Migration

iHUB's structure challenged its IT team to achieve an optimally coordinated cloud environment and joint operational management without the complete integration of the 4 organizations. Prior to the partnership, each organization maintained their own environments featuring on-premise software running on now-dated Citrix platforms. Each partner also maintained their own social intranet and collaboration platforms.

iHUB made the strategic decision to focus on a full migration to the cloud after determining that synchronizing all of their on-premise IT structures and resources would prove far too difficult and expensive. This migration targeted a result where all partners utilized Software-as-a-Service (SaaS) applications managed by one iHUB service team with its own data center. On the front end, iHUB wanted to provide users with a modern, digital workspace that preserved each of the partner organizations' identity, style, and content



## Advantages A&M impact and HelloID:

- ✓ Multifactor Authentication provides enhanced security
- ✓ Personal and intuitive, 100% cloud desktop for every user
- ✓ Fast implementation and direct support
- ✓ Preserved each partner's own identity and culture
- ✓ Future-proof platform supporting further innovation.

HelloID's integration capabilities – particularly with a&m impact in this case – were integral to the implementation. iHUB specifically chose a&m impact as the social intranet and collaborative platform for combination of modern, social-media-style functionality with the ability to customize the look and feel per each partner organization's brand identity. Mark van Rijn, iHUB's ICT Coordinator: “Many business solutions have an “office-like” appearance. We were looking for a solution that matched the intuitive way in which our employees [engage] with

social media in private – a kind of internal Facebook, but with all the functionality for a professional and secure collaboration. A&m impact [fit this] perfectly, including the option to save your own [in-house] style for each partner. At the same time, making contact with colleagues from other institutions and mutual cooperation is extremely accessible and simple.”

iHUB determined it was just as necessary that users be able to gain access to their own applications and documents without extra login actions. Thus, Tools4ever’s HelloID Access Management solution was chosen for its SAML, OpenID Connect, and ADFS support. By integrating HelloID as a widget within a&m impact, employees now seamlessly access all of their IT resources. Hans Knibbe, iHUB’s Technical IT Project Manager: “After logging in once via Multifactor Authentication (MFA) on the social intranet, employees also get direct access to their SaaS applications and files thanks to the single sign-on functionality of HelloID. Everyone has a personal home page on the intranet with the applications that they can use. Users only see what they are entitled to.”

## Prepared for the Future with HelloID and a&m impact.

iHUB successfully complete its cloud migration despite an extremely ambitious implementation timeline. Hans Knibbe: “The iHUB IT service is now really organized as a shared service center for the organizations involved. There are no separate application servers per organization. This process was carried out within one year by an internal project team of 4 people in collaboration with [the vendors’] technical staff. 3,000 employees have since been connected. They have access to their personal social intranet environment via a single login [as well as] their own mail and applications. The iHub service center has its own efficient data center for all system management activities.”

## iHUB: four organizations with privacy sensitive applications

iHUB wants to organize youth assistance and special education to in a different way – working together with youth, elderly, and professionals. Collaboration saves costs and relieves teachers and social workers. To do their job, the four partner organizations use a large number of applications. In addition to applications for general business operations - ranging from Exchange, Office, and Exact to HR applications such as Raet Youforce and the TOPdesk IT support software - the environment also includes various, specific education and care applications such as MoreCare4, ParnasSys, Bergop and Somtoday. Beyond collaboration, sensitive data must be protected and made available only to clients and their immediate practitioners.

The next step modernized access to folders and documents. The existing file servers have been migrated to SharePoint Online (Office365), which employees access from the same portal. Knibbe: “This means that Citrix has been completely phased out. For employees, it means that they can perform all their work through their personal portal. The collaboration is also much easier. Colleagues from different organizations can work together seamlessly on the same case because they work with the same documents.”

HelloID has also simplified iHUB’s management of access rights via its Active Directory connection across all partner organizations. When logging in, the user automatically receives proper access the correct applications. This solution is continually evolving into complete Identity and Access Management including Role-Based Access Control (RBAC). Knibbe: “Through the link with HR systems,

a new employee – or a job change – automatically becomes [implemented within] HelloID and TOPdesk. Employees are automatically given access to applications and documents [associated with] their role. From a management point of view, this makes work much more efficient and the solution will make it possible to cut back on expensive licenses. RBAC is also crucial for data protection in the context of AVG. We prevent people from gaining unauthorized access to data. It is important that we have our house in order. The consultants of Tools4ever assisted us in this.”

The integration between Tools4ever and a&m impact was import for success. Knibbe: “We had a particularly ambitious plan that could only work with a committed team and [quick turnaround with] equally involved suppliers. Both parties turned out to be very pleasant to work with, [experts], and with quick responses. Mark va Rijn: “Within iHUB, we want to spend our money as much as possible on the care of our clients. So, we actively searched for a corresponding cost level [that provided] a good, future-proof, and affordable solution for healthcare providers. We found that with a&m impact and Tools4ever.”



## Implementation Highlights

- ✓ Custom digital workspace connecting 3,000 users across 4 organizations
- ✓ Access to all applications and files via one login
- ✓ Complete on-premise to cloud migration within one year
- ✓ Protection of sensitive data and solid roadmap to full RBAC