



Regional Healthcare Insurer Streamlines IT Operations and Boosts Security with Aiden

Facts at a Glance

- **Industry:** Healthcare Insurance
- **Challenges:**
 - Thousands of unpatched vulnerabilities creating security risk
 - Inconsistent desktop environments due to outsourced IT
 - Lengthy onboarding process for call center staff
- **Benefits:**
 - Role-based provisioning standardizes configurations and enhances security
 - 99.97% compliance with patching across 2,800 devices
 - New hire onboarding reduced from days to 1 day
 - Significant reduction in help desk tickets and third-party IT costs

Background

A regional healthcare insurer with more than 2,800 employees faced mounting challenges managing its desktop environment. Reliance on third-party IT outsourcing led to slow and inconsistent application packaging, a growing backlog of unpatched vulnerabilities, and significant user frustrations. In a highly regulated industry where HIPAA compliance and security resilience are non-negotiable, these inefficiencies created unnecessary risk and business disruption.

The IT leadership team sought a solution that could simultaneously strengthen security and improve the digital employee experience. They turned to Aiden for its unique combination of automation technology and packaging services.

Customer Quote

"Before Aiden, our IT environment was fragmented and vulnerable. Thousands of unpatched issues accumulated over years, and new employee onboarding took days. We needed a way to regain control, improve consistency, and reduce risk across the enterprise." — Chief Information Officer, Regional Healthcare Insurer



Results & Impact

Standardized Role-Based Configurations

By shifting from a one-size-fits-all desktop model to role-based provisioning, the insurer defined 14 key roles and Aiden packaged more than 230 applications, ensuring customizations were done according to each team's standards. Every call center agent, developer, and office associate now receives only the applications they need — ensuring predictable performance, improved security, and cost efficiency.

Stronger Security & Compliance

With Aiden, the insurer achieved 99.97% compliance across all devices, dramatically improving vulnerability management. Today, 90% of critical vulnerabilities are patched within 30 days and the remainder within 90 days, to the customer's preferred practice for patching.

Faster Onboarding & Improved Experience

Aiden transformed the employee experience by cutting onboarding time for call center agents from several days to just 1 day. Automated provisioning ensures that new employees have the right access and tools on day one, enhancing productivity and retention, and eliminating unnecessary back and forth after an employee is hired to request appropriate software to do their job.

Reduced Costs & Vendor Reliance

By streamlining packaging and patching, the insurer significantly reduced its reliance on third-party IT providers. The cost savings helped offset the investment with Aiden, while help desk tickets dropped as end users received consistent, reliable desktop environments.

Customer Quote

"Aiden gave us the ability to standardize, secure, and automate our environment in ways that weren't possible with outsourcing alone. Our IT team is more efficient, our associates are more productive, and our security posture is stronger than ever." — Chief Information Officer, Regional Healthcare Insurer