



ASL Napoli 3 Sud

Case History

Federated Identity and Resilient Access for Healthcare

Summary

ASL Napoli 3 Sud, a major local health authority in Southern Italy, needed to simplify access for suppliers and system administrators while strengthening infrastructure security and resilience. By implementing a centralized remote access solution combined with federated identity management, the organization achieved secure, streamlined access for all user types, eliminated outdated VPNs, and accelerated application integration.

- **Industry:** Public Sector – Local Health Authority
- **Customer:** ASL Napoli 3 Sud
- **Mission:** Deliver high-quality healthcare services to citizens while ensuring secure and efficient digital access for staff, suppliers, and administrators

Context

ASL Napoli 3 Sud operates in a hybrid IT environment with multiple applications and federations. The growing need for digital services and remote access required a robust solution to manage identities and secure connections for both internal and external users.

Challenges

- **Complex Access Management:** Multiple federations and fragmented authentication processes for workforce and citizens.
- **Security and Resilience:** Need to increase infrastructure protection and ensure high availability.
- **Operational Efficiency:** Simplify access for suppliers and administrators without compromising security.

Solutions

The organization deployed a Remote Access Gateway for secure, centralized access, supported by:

- **Two Active-Passive Clusters:** Ensuring high availability and traffic balancing in a hybrid environment.
- **Privileged Access Control:** Full tracking and monitoring of administrative sessions.
- **Identity Link:** Integration of multiple federations (Microsoft Entra, EIC, SAML, etc.) without requiring changes to individual applications.

Results & Benefits

- **Simplified and Secure Access:** Unified entry point for all user types, including suppliers and administrators.
- **Elimination of Outdated VPNs:** Reduced complexity and improved security posture.
- **Accelerated Integration:** Federated authentication added to web apps without modifying services, cutting implementation times significantly.
- **High Availability:** Continuous service delivery through clustered architecture.



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