Regione Emilia Romagna

How to Revolutionise
Digital Identity
in Healthcare

Summary

The Emilia-Romagna Regional Healthcare System needed to overcome fragmented identity management and accelerate its digital transformation. By implementing Oplon Identity Link, the region achieved centralized federated identity access, cutting integration times from weeks to just 8 hours per application, ensuring compliance with EIC and reducing costs by up to 90%. The project was completed in 2 months instead of 2 years, delivering a future-proof architecture ready for regulatory and technological evolution.

- **Industry:** Public Sector – Regional Healthcare
- **Customer:** Emilia-Romagna Regional Healthcare System
- **Mission:** Centralize and standardize federated identity access across all regional healthcare entities

Context

The Emilia-Romagna healthcare system, part of Italy's National Health Service, operates within a fragmented ecosystem of identity federation technologies (SAML2, Shibboleth, ADFS, Microsoft Entra ID). Each entity had adopted different solutions, slowing down application integration and hindering the delivery of uniform digital services across the region.

Challenges

- Multiple identity systems across healthcare entities
- Long integration times for each application (several weeks)
- Need for compliance with European standards (EIC, SPID)
- Need for a scalable, sustainable solution

Solutions

The Region implemented Oplon Identity Link, an Identity Provider Proxy that enables:

- Integration of existing federations into a single access layer
- Native support for SAML2, ADFS, Shibboleth, and Entra ID
- Compatibility with EIC for citizen access
- Protocol abstraction, allowing applications to remain independent from underlying technologies

Results & Benefits

- **Rapid integration:** Reduced from several weeks to just 8 hours per application
- **Cost savings:** 80–90% lower compared to other market solutions
- **Accelerated delivery:** Project completed in 2 months instead of 2 years
- **Future-proof architecture:** Ready for regulatory and technical changes
- **Long-term ROI:** Lower maintenance costs and increased agility

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