

REFERENCE CASE - AZ Rivierenland

Enhanced **security** & **efficiency** in the Healthcare Sector

A strategic migration to the Delinea Cloud Platform



About AZ Rivierenland

In 2019, the AZ Heilige Familie and Sint-Jozefkliniek Bornem hospitals merged. AZ Rivierenland was born, with 3 campuses located in Rumst, Bornem, and Willebroek.

In 2024, AZ Rivierenland recorded more than 40,000 day admissions and over 220,000 consultations.

AZ Rivierenland has 429 beds and approximately 1328 staff members, including an IT department of 23 experts in application and system management.

With over a thousand employees, a significant number of patients, and of course a lot of sensitive patient data, it is clear that managing digital access and rights is complex and essential.

PAM in the Healthcare Sector? Crucial.

Privileged Account Management (PAM) is crucial for healthcare institutions like AZ Rivierenland. Under the NIS2 Directive, they are viewed as essential organizations.

"Previously, we had local databases and Remote Desktop connections (RDPs); partly due to the NIS2 legislation, our focus on security has increased enormously," says Jürgen Corstens, Project Manager.



"Since a few years we automatically include the security aspect in all our projects."

AZ Rivierenland's old on-premise PAM solution no longer met the requirements and high standards of the NIS2 regulations.



The challenge

Before migrating to the cloud-native solution, the IT team struggled with several concrete challenges.

- **Governance issues:** With the outdated on-premise version of Delinea Secret Server, AZ Rivierenland experienced a colossal management problem. Manually mapping accounts and the lack of some much-needed functions led to significant frustration and many hours of lost work.
- **Insecure access for external users:** Access for external individuals and vendors often ran through traditional VPNs. These were frequently not equipped with Multi-Factor Authentication (MFA), which naturally entailed an unacceptable risk.
- **Dependence and continuity:** Managing updates and backups fell entirely on the internal IT team's shoulders. Since this task mostly lay with one person (the key-person), continuity could not always be guaranteed.

“Always having the latest features available and being able to outsource the update/backup management of the system were two of the main reasons why we chose Delinea's cloud solution.”

**Pieter Jan Vingerhoets, Cybersecurity Expert
@ AZ Rivierenland**



The Solution is Cloud

The solution was clear, and the decision was made quickly. AZ Rivierenland chose, guided by ACEN, to migrate from the outdated **on-premise version of Delinea Secret Server** to the modern, **cloud-based Delinea Platform**.

To realize this complex migration, a close collaboration was set up between the team of **Kelvin Bogaerts** (ACEN) and **Pieter Jan Vingerhoets** (AZ Rivierenland). They focused on the necessary integration for 2 months.

The 6 main pillars of the integration

1. Seamless migration of all secrets:

All secrets in the legacy environment were fully migrated to the new environment. The import from the existing Password Manager (KeePass) was done simultaneously during this phase.

2. Implementation of Privileged Remote Access (PRA):

External users now gain access to AZ Rivierenland's critical systems via a **controlled server without direct network access**.

This approach allows AZ Rivierenland to ensure complete control of all sessions through:

- **Sessie recordings:**

Every action on the controlled server is recorded and is therefore fully auditable. (Crucial for forensic analysis if needed).

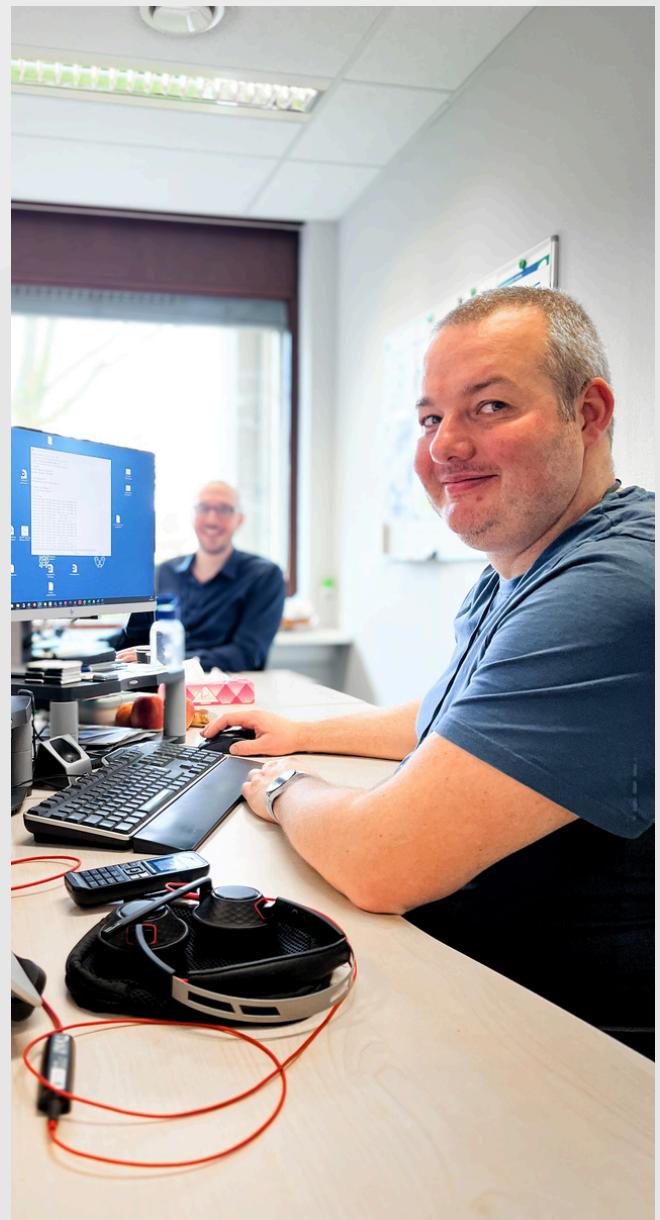
- **Just-in-time access:**

AZ Rivierenland can limit access to the exact time (and location) needed. This drastically reduces the risk of unnecessary external access.

- **Detailed logging:**

Via Privileged Remote Access (PRA), all actions and sessions are carefully logged and monitored.

The above approach guarantees **maximum protection** of sensitive patient data while providing a **flexible service** to external users.



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3. Automating management:

The management problem was addressed by extensive automation, including:

- **Automatic role assignment** for external users, which now runs through Entra user properties.
- **Custom approval flows** defined for critical actions, such as opening or deleting secrets.
- Overall security was strengthened by **automatic password rotation** after check-in.
- **Custom secret policies and templates** ensure standardized and efficient management.



4. Implementation of Delinea Discovery

Delinea Discovery is an inventory process and replaces a lot of manual work. The platform scans the entire environment, providing a **complete overview of the structure of all identities**. This overview includes all human and machine identities, potential shadow admins, as well as possible misconfigurations.

5. Setting up a robust architecture

Multiple engines (distributed and PRA) were set up. The number of necessary servers for the engines was determined by carefully scanning the current network and aligning the new architecture accordingly.

These servers can take over from each other during high network activity or, if necessary, to prevent downtime due to unforeseen circumstances.

6. Custom reports:

Specific reports were created, providing AZ Rivierenland with in-depth insight into user activity, access rights, session recordings, inheritance structures, and the overall compliance status.

These custom reports build on the standard audit functionalities of the Delinea platform and **accelerate the detection of risks and any deviations**.

Conclusion: Direct and measurable results

The benefits of the migration to the Delinea Cloud platform were immediately clear and noticeable on the following 3 levels:

1. Time Savings (Operational efficiency)

The impact of the extensive automation was immediately evident. Previously, the internal team had to manually create accounts and ensure the correct access for every new employee.

Pieter Jan explains: "From now on, an automatic process is set up for every new profile (internal or external).

An AD account is created, the correct group is assigned, and they immediately receive the access they need.

Without any further action required. This ensures enormous time savings and a lower margin of error.



2. User-friendliness and adoption (onboarding)

During implementation, a lot of effort was made to ensure that the cloud interface was virtually identical to the on-premise version. This meant that **no change management or training was needed for end-users.**

Apart from a new link (which could easily be sent to everyone via email), the end-user noticed no difference. This naturally ensured extremely **smooth adoption** of the new platform.

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3. Reduced risk and higher compliance

Since the migration, **external access is fully under control, password management is automated**, and platform **auditing has been significantly improved**.

The risk of the key-person, where access responsibility lay with 1 person (or team), is gone; from now on, there is an automated and documented process. This is crucial for mandatory NIS 2 compliance.

A partnership for the future

The success of the project and the complex migration is due to the close collaboration and trust between the two parties.

"I was genuinely surprised by the speed and smooth delivery. We expected it to be much more difficult. We never felt stuck; every problem was addressed immediately. A very commendable collaboration."

**Jürgen Corstens, Project Manager
@ AZ Rivierenland**



What does the future hold?

For AZ Rivierenland, this project was a "small" piece of the larger security roadmap puzzle. The next step has already begun with the exploration of expanding to **Privilege Control for Servers (PCS)**, which will drastically strengthen compliance and security at the server level.

A powerful addition to the current PAM platform. To be continued...

**Ready to map Your
Security Future?**



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