TrustCare Health Systems - Company Background for Active Directory Implementation

Company Overview

Company Name: TrustCare Health Systems, Inc.
Founded: 2005
Headquarters: Atlanta, GA (HQ)
Type: Healthcare services and pharmacy operations
Annual Revenue: $820 million (2024)
Employees: 3,200 nationwide
Stock Symbol: TCHS (NASDAQ)

Mission & Vision

Mission: "To deliver accessible, affordable healthcare solutions that improve patient outcomes through innovative pharmacy services and integrated health management."

Vision: "To become the nation's most trusted healthcare partner by bridging medical care and pharmaceutical expertise to create healthier communities."

Corporate Structure

Executive Leadership

- **CEO**: Dr. Elizabeth Chen, MD, MBA
  - Background: Former Chief Medical Officer at Riverside Health Network, Harvard Medical School graduate
  - Joined TrustCare: 2010
  - Email: e.chen@trustcare.corp
- **CIO**: James Wilson, MS Computer Science
  - Background: Former VP of IT Infrastructure at Medtech Solutions
  - Joined TrustCare: 2018
  - Email: j.wilson@trustcare.corp
- **CISO**: Michael Rodriguez, CISSP, CISM
  - Background: Former security consultant for healthcare organizations

- ○ Joined TrustCare: 2020
  - ○ Email: m.rodriguez@trustcare.corp
- **CFO**: Sarah Johnson, CPA, MBA
  - ○ Background: Former Finance Director at PharmaNational
  - ○ Joined TrustCare: 2014
  - ○ Email: s.johnson@trustcare.corp
- **COO**: David Washington
  - ○ Background: Former Operations Executive at MediLife Group
  - ○ Joined TrustCare: 2012
  - ○ Email: d.washington@trustcare.corp
- **CMO**: Dr. Aisha Patel, PharmD
  - ○ Background: Clinical Pharmacy Director at Regional Hospital Networks
  - ○ Joined TrustCare: 2016
  - ○ Email: a.patel@trustcare.corp

Board of Directors

- **Chairperson**: Richard Montgomery
- **Vice Chair**: Dr. Sophia Wilcox
- **Board Members**: 7 additional directors with healthcare and business expertise

Business Operations

Core Business Units

1. **Retail Pharmacy Division** (60% of revenue)
   - ○ 175 physical pharmacy locations across 15 states
   - ○ Prescription fulfillment
   - ○ Over-the-counter medications
   - ○ Health & wellness products
2. **Digital Health Services** (15% of revenue)
   - ○ Online prescription management
   - ○ Telehealth consultation platform
   - ○ Mobile app for medication adherence
   - ○ Healthcare data analytics
3. **Specialty Pharmacy** (20% of revenue)
   - ○ Complex medication management
   - ○ Rare disease treatments
   - ○ Oncology and immunology medications
   - ○ Infusion therapy services
4. **Clinical Services** (5% of revenue)
   - ○ Medication therapy management
   - ○ Vaccination programs

- Health screenings
- Chronic disease management programs

Geographic Distribution

- **Headquarters**: Atlanta, GA (HQ)
- **Regional Headquarters**:
  - Northeast: Boston, MA (BOS)
  - Midwest: Chicago, IL (CHI)
  - West Coast: Los Angeles, CA (LA)
  - Southwest: Dallas, TX (DAL)
- **Distribution Centers**:
  - Primary: Atlanta, GA (ATL-DC1)
  - Secondary: Phoenix, AZ (PHX-DC2)
  - Tertiary/Backup: Nashville, TN (NSH-DR)
- **Major Office Locations**:
  - New York, NY (NY)
  - San Francisco, CA (SF)
  - Denver, CO (DEN)
  - Miami, FL (MIA)
  - Seattle, WA (SEA)

Organizational Structure

Departments

1. **Executive (EXEC)**: 15 employees
   - Leadership and strategic direction
   - Board relations
   - Corporate governance
2. **Finance (FIN)**: 120 employees
   - Accounting
   - Financial planning & analysis
   - Investor relations
   - Procurement
3. **Human Resources (HR)**: 75 employees
   - Talent acquisition
   - Training & development
   - Benefits administration
   - Employee relations
4. **Information Technology (IT)**: 180 employees
   - IT infrastructure
   - Application development

- IT service desk
- Data management

5. **Operations (OPS)**: 450 employees
   - Store operations
   - Supply chain
   - Facilities management
   - Quality assurance
6. **Sales & Marketing (SALES)**: 200 employees
   - Brand management
   - Digital marketing
   - Customer acquisition
   - Partnerships
7. **Pharmacy Services (PHARM)**: 1,850 employees
   - Pharmacists
   - Pharmacy technicians
   - Clinical consultants
   - Medication specialists
8. **Research & Development (RD)**: 65 employees
   - Treatment protocols
   - Digital health innovations
   - Clinical outcomes research
   - Patient care models
9. **Legal & Compliance (LEGAL)**: 45 employees
   - Regulatory affairs
   - Contracts management
   - HIPAA compliance
   - Risk management
10. **Customer Support (SUPP)**: 200 employees
    - Call center operations
    - Patient assistance
    - Claims resolution
    - Service recovery

IT Infrastructure Overview

Current Environment

- **Status**: Growing rapidly through acquisitions, resulting in disparate IT systems
- **Challenge**: Need to consolidate multiple directory systems into one cohesive Active Directory infrastructure
- **Compliance Requirements**: HIPAA, HITECH, PCI-DSS, SOX
- **Security Requirements**: Strict data access controls, audit logging, multi-factor authentication

Technology Landscape

- **Workstations**: 3,500 (mixture of desktops and laptops)
- **Servers**: 250 (physical and virtual)
- **Mobile Devices**: 2,000 (corporate-managed)
- **Operating Systems**: Windows 11/10 (workstations), Windows Server 2019/2022 (servers)
- **Database Systems**: SQL Server, Oracle
- **ERP System**: SAP Healthcare
- **Healthcare Applications**: Epic (EHR), RxManager Pro (proprietary), MedSync (inventory)
- **Email Platform**: Microsoft Exchange Online
- **Collaboration Tools**: Microsoft 365, Teams, SharePoint Online

Active Directory Requirements

Business Requirements

1. **Consolidation**: Merge three separate Active Directory forests from acquired companies
2. **Security**: Implement least-privilege access model due to healthcare data sensitivity
3. **Compliance**: Meet regulatory requirements for healthcare data access and auditing
4. **Integration**: Connect with cloud services (Azure AD) for hybrid architecture
5. **Scalability**: Support projected 25% growth over next 3 years
6. **Disaster Recovery**: Ensure business continuity with minimal downtime
7. **Automation**: Support automated provisioning/deprovisioning workflows

Technical Requirements

1. **Domain Structure**:
    - Primary domain: trustcare.corp
    - Child domains for acquired companies (transition period)
2. **Physical Infrastructure**:
    - Minimum of 12 domain controllers across locations
    - Site-based replication topology
    - High availability for critical authentication services
3. **OU Structure**:
    - Location-based
    - Department-based
    - Resource type-based (servers, workstations, users)
4. **Group Policy Requirements**:
    - Role-based access controls
    - Enhanced security for PHI/PII handling workstations
    - Strict password and account lockout policies

○   Endpoint protection policies
5. **Authentication Requirements**:
○   Multi-factor authentication for remote access
○   Smart card authentication for high-security roles
○   Single sign-on capabilities

User & Computer Population

User Accounts

- **Total User Accounts**: ~3,500
  - Standard users: 3,200 (employees)
  - Administrative accounts: 150
  - Service accounts: 150
  - Vendor/contractor accounts: 50

Computer Accounts

- **Workstations**: 3,500
  - Desktop computers: 2,200
  - Laptops: 1,300
- **Servers**: 250
  - Domain controllers: 15
  - File servers: 30
  - Application servers: 85
  - Database servers: 45
  - Web servers: 25
  - Specialty healthcare servers: 50

Special Considerations

1. **HIPAA Compliance**: Active Directory must enforce strict data access controls and maintain detailed audit trails
2. **Pharmacy Terminals**: Special workstations with restricted policies for pharmacy operations
3. **Telehealth Systems**: Integration with secure video conferencing and patient data systems
4. **24/7 Operations**: Critical systems must maintain continuous availability
5. **Acquisition Integration**: System must accommodate integrating new companies with minimal disruption
6. **Mobile Workforce**: Support for secure remote access for traveling executives and clinical staff

7. **Third-Party Access**: Secure method for partners and vendors to access specific resources
8. **Electronic Prescribing**: Support for DEA-compliant e-prescribing systems with advanced authentication

Budget & Timeline

- **Total Project Budget**: $1.2 million
- **Implementation Timeline**: 9 months
- **Phased Approach**:
    - Phase 1: Design & Planning (2 months)
    - Phase 2: Core Infrastructure Deployment (3 months)
    - Phase 3: User Migration & Integration (3 months)
    - Phase 4: Optimization & Security Hardening (1 month)

Success Criteria

1. Consolidated Active Directory structure providing single identity management system
2. Secure access to healthcare data following least-privilege principle
3. Documented compliance with regulatory requirements
4. Reduced help desk calls related to account issues by 30%
5. Improved user provisioning time from 48 hours to under 4 hours
6. Zero security incidents related to directory services during and after implementation
7. Comprehensive audit capability for all identity management activities

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As the IAM Architect and Engineer, your first task is to design an Active Directory infrastructure that meets TrustCare Health Systems' unique requirements while following industry best practices for healthcare organizations. This implementation will need to balance security, compliance, usability, and scalability considerations while supporting the company's rapid growth trajectory.