

Link Portal

Case Study

U.S. Network & Administrative Services uses multiple Link solutions to provide a seamless branded portal experience to its large global user base.

User Statistics

- **184,112** Total portal users
- **91,990** Total user sign ins
- **4924** Total user base

Usage Statistics

- **MyApps** Most clicked page
- **UHA Portal** Most used application
- **Thursday** Busiest day of the week

Popularity Statistics

- **Chrome** Most popular browser
- **Windows 10** Most popular platform
- **Desktop** Most popular device

Who is U.S. Network & Administrative Service?

U.S. Network & Administrative Services offers global insurers and international payers' access to one of the largest health care networks and care coordination services in the United States.

Using Link Portal 2.0, Link IDX, and Link Security 2.0 together lets U.S. Network & Administrative Services provide users with a branded portal experience and manage user authentication, session management, and user authorization.

The Challenge

In 2017 U.S. Network & Administrative Services wanted a partner who could provide, own, and manage a complete solution to provide their external customers with secure access to their UHA and Hygeia product applications. The solution needed to:

- Provide a single entry point where every user could sign in and access only their subscribed applications
- Migrate from a non-standard home-grown user authentication solution to a customized secure solution
- Provide an easy onboarding tool, allowing their Client Managers to onboard customers and their customer organization hierarchy for user authorization
- Be managed, high-performance, and cost-effective
- Let U.S. Network & Administrative Services focus on their business competence and vision instead of owning and maintaining a technology solution

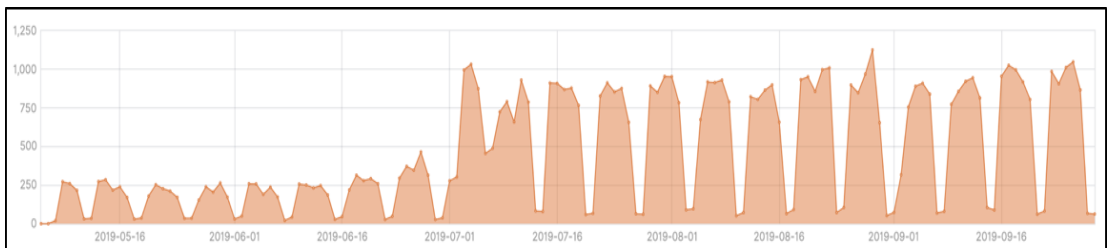
The Solution

Link products work together to provide a complete, integrated solution, making Link the right partner for U.S. Network & Administrative Services.

- **Link Portal 2.0 provides:**
 - An easy drag-and-drop tool to quickly design and publish portals including public and authenticated contents
 - A branded and curated user experience
 - Rich and insightful out-of-the box portal usage analytics
- **Link IDX provides:**
 - Strict adherence to well-established industry standards for OIDC- or SAML-based user authentication
 - SSO and user session management as users navigate and move seamlessly between the Link portal and the UHA and Hygeia applications on the portal
- **Link Security 2.0 provides:**
 - Out-of-the-box integration capability with user authorization systems including Link Security 2.0 and 3rd party provisioning systems

The Results

U.S. Network & Administrative Services went live on Link Portal 2.0 in the first quarter of 2018, supporting several of their largest customers across the world. They have experienced a steady customer adoption rate and user sign in over the last four months.



U.S. Network & Administrative Services' global coverage



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