Hire2Retire Automates Employee Profile Management for Midland Health

Industry	Hospital & Healthcare
Company size	2,500 Employees
Implemented solution	Ceridian to Hybrid AD
Customer	Midland Health

Situation

When Midland Memorial Hospital first opened in 1950, it offered top-of-the-line healthcare to the West Texas community. Over the 70-plus years since the population of Midland has increased by 100,000, and in response Midland Memorial Hospital teamed up with other local healthcare partners to create Midland Health. By working together to provide healthcare services, Midland Health is committed to a vision of making Midland the healthiest community in Texas and beyond.

Struggles & Pains

To provide quality healthcare services to the local community, Midland Health enlists the services of over 2500 employees. But when it came to the task of managing and organizing all of those employee profiles, Midland Health's manual process threw a wrench in the whole operation. Because Sysadmins needed to manually sync employee data between Ceridian and Active Directory (AD), they were often stuck completing boring and repetitive work. When they couldn't keep up with the demand, new hires were stuck without system access wasting days of work, and terminated employees retained system access, creating potential data security risks. Even when the process was completed efficiently there were often errors and inaccuracies, and Midland Health's Global Address List (GAL) was a jumbled mess filled with ghost employees who no longer worked for the company. These struggles affected Midland Health to the degree that something had to be done to fix them once and for all.

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Resolution

That's where RoboMQ came to the rescue, implementing Hire2Retire as a fully automated employee lifecycle management and identity provisioning product for Midland Health. Hire2Retire provided Midland Health with automated, end-to-end, no-code data integration between Ceridian and Hybrid AD, automatically syncing data between the two platforms upon an employee lifecycle event happening. Thanks to the power of Hire2Retire automation, Midland Health can:

- Automatically keep employee profile data consistent and accurate between Ceridian and AD
- Equip new hires with everything they need to have a superior "First Day at Work" experience.
- Protect private data from terminated employees by automatically revoking system access.
- Free up Sysadmins to spend less time stuck on a manual, error-prone process.

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About RoboMQ

RoboMQ accelerates digital transformation to create a competitive advantage using the best-of-the-breed SaaS, cloud, on-premises apps, and IoT. Its Pre-packaged integration solutions (PIPs), Connect iPaaS, and Hybrid Integration Platform (HIP) provides intuitive, UX-based API and data integration for the line of business and technology users.

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