

# Automate User Access Requests for Clinical Operations

## The Challenge

Efficiently managing access to systems and resources is critical for timely decision making in a clinical trial. The traditional approach of creating access requests via email or a ticket is very burdensome and tedious and leaves room for human errors due to the sheer volume, types and complexity of access requests. – as well as manually adding, deleting, and modifying authorizations. It also results in long cycle times, delays provisioning and deprovisioning, lacks a proper audit trail, and increases the risk of data security breaches.

## The Solution

The Princeton Blue User Access Management (UAM) solution takes a different approach. Instead of requesting access to a specific system or application, the user shared his/her role in the study and UAM automatically determines the appropriate access needed based on the study and role. Of course, UAM ensures appropriate approvals are secured before access is granted.

<b>Access Request Pain Points</b>	<b>Princeton Blue UAM</b>
Tedious and error-prone process of requesting access via Excel and email.	The UAM solution allows users to request access via a portal and manages it via a workflow-based solution.
Requester must navigate a detailed study/role-based matrix to generate a request.	Requester selects his/her business role and the study they are working on, and UAM assigns the appropriate applications that need to be provisioned.
The study team receives and processes user requests and provide their 'approval' via email to the Provisioning Administrator.	Users can directly request access for their resources and the request will automatically route to the appropriate Team Lead for approval.
Cycle time measurement for provisioning and deprovisioning are manual.	Access request cycle times are captured in an automated manner.

[See UAM solution demo \(12-min video\)](#)

[Watch Demo](#)

## Build your UAM solution in weeks!

We used Appian, a leader in Low-code, Process Automation and Case Management, to deliver a rich, mobile-ready UAM solution with the following features:

Feature	Description	Business Impact
End-to-end Automation	Complete automation of access request submission, review and approval and provisioning process.	Improved efficiency, less time per request, increased transparency and better governance.
Configurable Role based Access	Fully configurable business rules that associate clinical role with access to study data.	Increased business agility, faster response to changing business needs and less burden on IT (saves a development cycle).
Collaboration	Real-time collaboration on access requests to ensure the right teams have access to the right data at the right time.	Process based collaboration provides an audit trail of who requested, who approved and when access was granted and removed.
Interactive Dashboards	Role-based dashboard and reports provide insights into current and past access requests.	Pick up early signs of process friction and bottlenecks so the UAM process can be continuously improved.

### About Princeton Blue

For 14 years, Princeton Blue has been a leader in delivering Low-code Process Automation solutions powered by Low-code, BPM and RPA technologies. These modern automation technologies combined with our thought leadership allow us to deliver these automation solutions in 10 to 15 weeks. Princeton Blue is recognized as a leading Low-code Process Automation services provider in several Forrester and Gartner reports.

### About Appian

Appian provides a low-code automation platform that accelerates the creation of high-impact business applications. Appian is the only enterprise automation technology platform to be recognized as a leader in Business Process Management (BPM), Low-code Application Development and Case Management.



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