Case Study

ORSUS

Identity and Access Management Solution

ABOUT THE CUSTOMER

The company referenced in this case study is a multinational bio-Technology company. Since its inception, the company has expanded and established itself as one of the world's largest independent biopharmaceutical companies. Beyond the enterprise headquarters, the company also has multiple manufacturing sites across the globe.

CHALLENGES

The company had been using a homegrown solution to onboard and off-board users daily, however this process was not a real-time solution. Also, managing users in the manufacturing sites using this solution was a complex mechanism. The provisioning solution occurred in intervals and not immediately when it received a request. The manual provisioning and de-provisioning access to the company systems was time-consuming and made business operations complex and irregular. The company was often hit by glitches which stalled the day-to-day operations and obstructed on-time access to business applications.

OBJECTIVES

The company required a fully self-sufficient Identity and Access Management (IAM) infrastructure within each manufacturing site capable of operating independently regardless of whether the business network services are available or not.. It wanted to standardize and automate its identity and access management mechanism with a separate Active Directory (AD) per site to support authentication,authorization, and directory services. The company also sought a solution that offered provisioning on the Active Directory in real-time. The organization wanted to implement a provisioning solution from the disaster recovery point.

Ultimately, the company was looking for self-service administrative IT features which provided employees the ability to self-register, login, and request access.

SOLUTION OVERVIEW

- ☑ Automate account and entitlement provisioning for users on the managed targets.

- ☑ Enable new users to register themselves and initiate provisioning.

- ☑ Provide real-time integration with HR system.

- ☑ Auto-provisioning of identities with workflow based approval capability.

- ☑ Schedule reconciliation tasks for data synchronization

- ☑ Use AD authentication for users to access the ORSUS™ IAM portal.

- ☑ Customized Manufacturing Active Directory connector to provision identities, groups & group memberships with customized policies & processes.

SOLUTION

After a thorough discussion with the company's management, ISSQUARED® proposed to deploy ORSUS™ Identity And Access Management (IAM) solution to address the challenges the company was facing.

Of the multiple manufacturing sites, the decision was made to implement ORSUS™ IAM at some. The IAM team at ISSQUARED® then hosted the ORSUS™ application at the requested sites, taking 2-weeks to implement the solution at each manufacturing unit.

ORSUS™ IAM provided a single platform to onboard manufacturing users and provision their access. It enabled automated account and entitlement provisioning for manufacturing users on the managed targets (such as Manufacturing Active Directory). When the solution was deployed on-premise rather than a remote location, it enabled ORSUS™ IAM to work even if a disruption in the business network occurred. The ORSUS™ self-registration option enabled new users to register themselves and initiate provisioning. This allowed end-users to request their registration, change passwords, and request admin accounts for managed targets.

For admin account creation, initially, the company had a manual process where the end-user had to request a ticket. ORSUS™ enabled them to log in to the ORSUS™ portal and service acounts, and request for admin account that gets provisioned based on the workflow approval.

The ORSUS™ IAM also supported the reconciliation schedules to maintain the synchronization of activities associated with groups and identities between the IAM system and the manufacturing targets. ORSUS™ IAM also helped the company to mitigate the access risk by enabling automated provisioning policies and recertification campaigns, to periodically perform access, reviews and revoke access based on business and compliance needs.

KEY BENEFITS

The solution enables identity life-cycle management and governance in real-time. ORSUS™ IAM, a centralized and automated platform has reduced risk, cost, and improved operational efficiency continued to be elusive. Additional benefits are listed below:

The solution is easy to manage with the ability to configure approvals, email notifications, content presentation, and interface.

Enables auto-provisioning of identities with workflow-based approval capability.

Manage password resets on the managed target systems/applications.

Provides the provisioning to the active directory in real-time.

Offers a centralized platform to manage access to systems/applications within the manufacturing site.

Automatically de-provisions user access on the target systems/applications when users are terminated.

Automatically pushes user data changes from the enterprise Active Directory to the user accounts on the managed target systems/applications.

Have custom workflows to obtain the necessary approvals before provisioning access on the managed target systems/applications as per requirements.

Provides business continuity in a draw bridge scenario to push the identity data from Enterprise AD to Manufacturing AD that helps maintain identity life cycle activities.

Future Plans: ISSQUARED® and the company discussed implementing ORSUS™ IAM in the remaining manufacturing sites in the future.
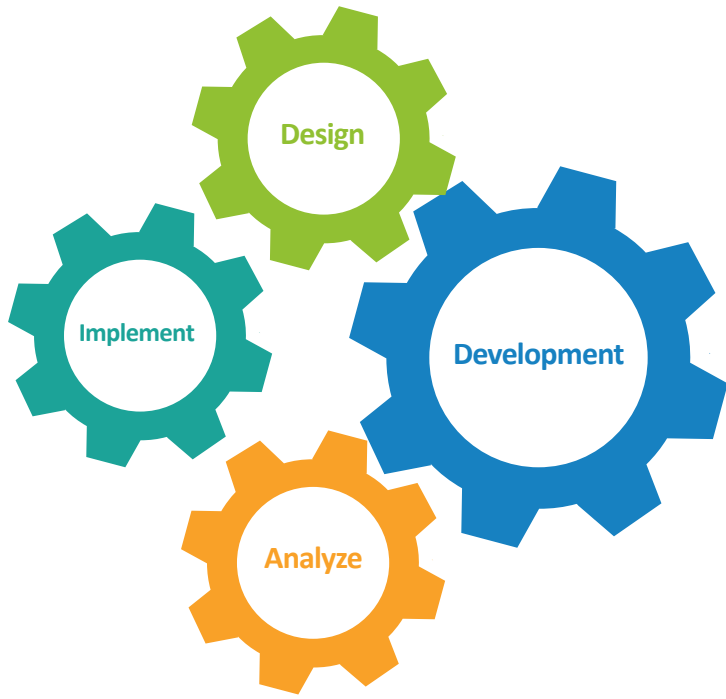
ISSQUARED®

ISSQUARED® is one of the leading providers of end-to-end IT technology solutions, delivering fine-tuned services across IT Security, Cloud, Infrastructure, Unified Communications, Industrial Operational Technologies and other solution areas. For many years, ISSQUARED® has been helping several Fortune 500 organizations and delivered several multi-million-dollar projects. Our proven expertise takes our clients through a seamless digital and security transformation, resulting in rapid business benefits and positions them for future success.

ISSQUARED® is headquartered in Westlake Village, California, US. It offers global delivery capabilities with its presence across the UK, Ireland, the Middle East, India, Singapore and other parts of the US too.

Design

Implement

Development

Analyze

ISSQUARED

HQ: 2659 Townsgate Rd, Suite 227
Westlake Village CA 91361 USA

+1 805 371 0585
+1 800 779 0587

sales@issquaredinc.com
www.issquaredinc.com