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Case Study

Okta IDaaS (Identity as a Service)

ABOUT THE CUSTOMER

The company referenced in this case study is a multinational biopharmaceutical company. Since its inception, the company has expanded globally, establishing itself as one of the world's largest biotechnology companies.

CHALLENGES

The company has instituted multiple partnerships with external vendors for clinical trials. Because data and access management are crucial, it is vital that only verified employees with the organization's correct credentials should be granted access to prevent data breaches. Additionally, any downtime accessing this information or applications could negatively impact the business.

While employees required access to other service provider applications, it was a hassle for the IT team to manage each application's credentials. Because of this, the company implemented an on-prem single sign-on solution, which acted as an IDP responsible for authenticating the user. Additionally, the solution also used the same identity solution to protect homegrown applications because the identity solution was also an on-prem tool. During an outage to the application, any maintenance activity negatively impacted the business and caused administrators issues when troubleshooting the problem.

OBJECTIVE

The company wanted a modern identity management solution that could provide a secure environment for accessing enterprise resources and centralized control of user identities, and implement robust security policies.

The organization was also looking for a solution that could integrate with and improve existing security practices while enabling cloud-based applications. The identity solution also had to provide seamless collaboration and communications with partners, vendors, and customers and the ability to automate provisions and de-provision to reduce the burden on the IT team.

TECHNICAL OVERVIEW

Okta is a secure identity cloud & access management solution that integrates applications, logins, and devices into a unified, secure digital fabric. Okta provides the below features:

- Single Sign-On
- Adaptive Multi-Factor Authentication
- Universal Directory
- User Lifecycle Management
- API Access Management
- Advanced Server Access
- Access Gateway
- B2B Integration
- Authentication
- Authorization

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SOLUTION

ISSQUARED® proposed Okta as a solution for the challenges the company was facing due to its on-prem identity solution. After consulting with the management and the IT team, ISSQUARED® implemented Okta IDaaS (Identity as a Service) solution from the initial stage to the advanced stage.

The ISSQUARED® IAM (Identity and Access Management) team has executed projects such as agent installations, implementation of single sign-on and JIT (just-in-time) functionality, user directories, and group sync. The team has also integrated approximately 600+ on-prem and SaaS-based applications with Okta. They have also defined the new customized attributes from the directories to Okta based on the specific requirements.

ISSQUARED®'s team has implemented BYOD (bring-your-own-device) policies such as device trust in Okta, API endpoint connections to Okta from applications, SCIM (System for Cross-domain Identity Management) provisioning, and bulk user import to Okta universal directories.

The team has defined scripts to create user and application life-cycle management and multi-factor authentication implementation. They have also defined network zones for the single sign-on to allow access from whitelisted IPs and configured routing rules to integrate Okta with other third party IDP providers.

The team at ISSQUARED® IAM has also set up a proxy using Okta access gateway to connect to the on-prem applications and configured Multi-factor to the windows systems. Additionally, the team has assisted the company with customizations and connectors. With a centralized administrative platform, the company's IT team could now control the process, allowing users to access its business applications securely. Implementation of the Okta solution has also provided the company with the ability to manage identity and access management services.

KEY BENEFITS

Okta offers a centralized identity management solution with full visibility into company applications and an awareness of how employees are using them. The Okta solution has significantly reduced the costs of identity management and improved efficiency across its IT infrastructure.

Increased Efficiency: Okta automates repetitive tasks and provides extra time to the IT team to better handle critical requests. The solution also reduces password-related tickets and improves user experience.

Enhanced Productivity: Okta has reduced the time required to provision and de-provision. The IT team now thrives due to the automation of mundane and repetitive tasks. The solution has cleared the way for the IT team to help other important communities instead of wasting valuable resources and time on passwords and provisioning.

Digital Transformation: Okta provides a centralized solution that removes friction and allows the system to be accessible to all users and partners distributed on its IT infrastructures. Okta also offers critical support to keep pace with digital transformation and ensures all the employees, partners, and vendors can access the services and applications when they need it.

Modern Identity Solution: With Okta, the challenges of identity and access management of the company are solved. It also enables robust security, smooth integrations, and enhanced efficiencies that contribute to business growth.

Secure Environment: Okta reduces the possibility of a security breach and provides employees and vendors with smooth, robust, and secure access to critical enterprise applications. Okta's access management capabilities have created an integrated login experience and enhanced security by reducing the risk of password-related cyber-attacks.

Cost Savings: Okta saves time in password-related helpdesk activities and further annual cost savings in provisioning requests.
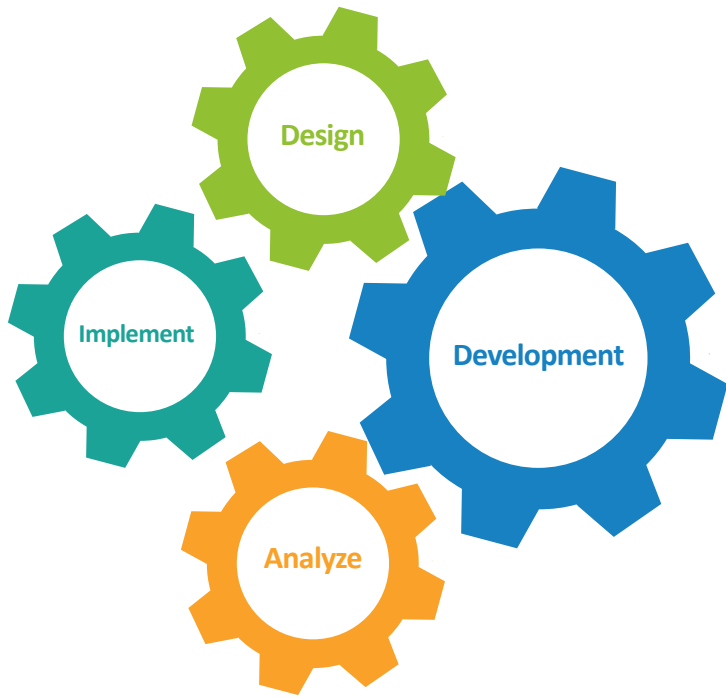
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ISSQUARED® is one of the leading providers of end-to-end IT technology solutions, delivering fine-tuned services across IT Security, Cloud, Infrastructure, Unified Communications, Industrial Operational Technologies and other solution areas. For many 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

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