

Case Study

EURP

EXTERNAL USER RESOURCE PLANNING



ABOUT THE CUSTOMER

This company is a global leader in genomics – an industry at the intersection of biology and technology. At the most fundamental level, the company enables its customers to read and understand genetic variations. The company referenced strives to make its solutions increasingly simple, more accessible, and always reliable.

CHALLENGES

The company did not have a centralized platform to manage external identities and their access to IT systems. In order to maintain the identities and access provided to vendors and partners, this company was using multiple solutions from multiple companies. To manage these multiple platforms and irregularities, the company created separate teams to manage identity and access for the external identities of various channel partner, customer and vendor organizations. Additionally, this company had not found a standardized solution to onboard and off-board users daily. The company was also providing provisioning and de-provisioning processes for external users manually, creating additional work for an already busy IT department. Ultimately, the company required a central interface where all external resources could be viewed and managed from a single platform.

OBJECTIVE

The company required a centralized system that allowed users to increase productivity. This would be accomplished through automating the process of onboarding, provisioning, de-provisioning, and off-boarding operations across multiple directories and application target systems. The company needed an automated and standardized system where external identities are managed, centralized report is generated, and centralized place for other applications are housed.

The company was also seeking for a unified mechanism for the processes such as syncing target system groups, requesting membership to users in those groups and removing assigned entitlements.

TECHNOLOGY

- ✔ Data stores on-premise, not on the cloud.
- ✔ MS SQL Server database installed at internal IT infrastructure.
- ✔ IIS web server used to host the website; for data, we have used MS SQL server.
- ✔ To balance the load, we have used a load balancer.
- ✔ Microsoft Windows Server.

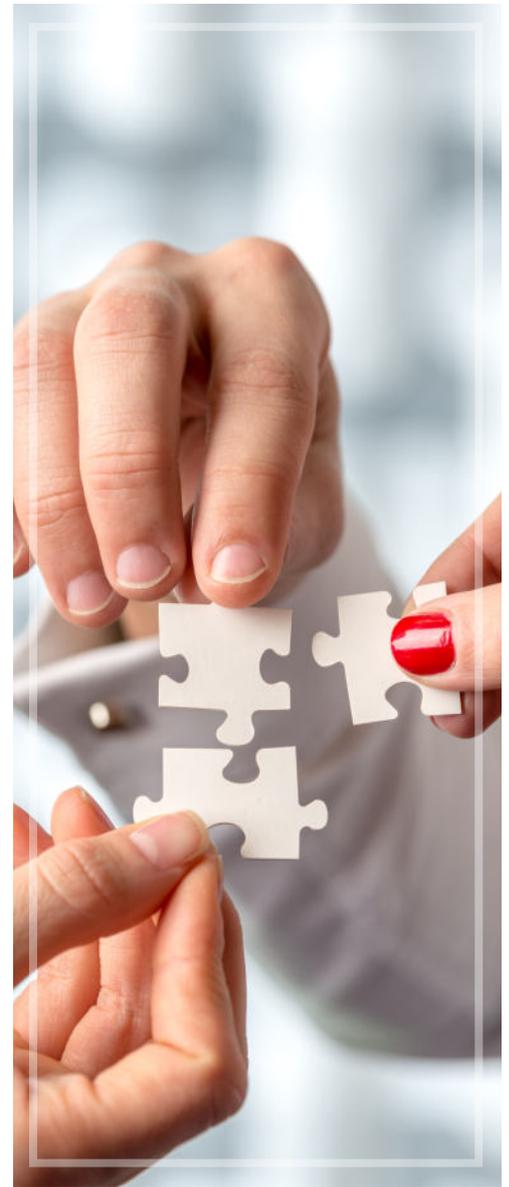
SOLUTION

ISSQUARED™ proposed to deploy its EURP (External User Resource Planning) suite within the company intranet infrastructure system to solve the challenges the company was facing. After consulting with company management, the ISSQUARED team implemented its ORSUS EURP suite. This allowed the company to unify and automate services such as the external identity life-cycle management. The company was also able to create identities, provision in target applications or infra systems, grant entitlements, remove entitlements, and change or suspending accounts.

The solution provided by ISSQUARED has also provided a centralized platform where the company can manage all information regarding external identities. The EURP suite has enabled the company to pull a report and provided data on all the partner, customer and vendor organizations. If additional information is needed, the company can reach out to ISSQUARED. The entire data set is available. We can extract the required information and provide it to the company. ISSQUARED has allowed the company to achieve a smooth and automated onboarding and provisioning process with the ability to manage content and reporting.

Prior to working with ISSQUARED, the company used provision external identities manually to the target system applications. Now, EURP simplified this problem via delegated authority such as custodians can onboard users and provision will take place using default target application mechanism. Also, custodians can request entitlements for users which they supposed to access. The company can now also create training for user at the time of onboarding. If additional training is required, administrators can reference the LMS (Learning Management System) within the EURP and update it.

The suite also enables the company to monitor the consumption of external data. If a necessary application uses the typical data, but an unusual application is consuming it, the company now has a mechanism to manage it. Before implementation of the EURP suite the company had to gather the data manually and assign it to the app in order to balance the data consumption. With the EURP suite in place, the company now has a centralized place where it can connect one application and provide all the required information using REST API end points.



KEY BENEFITS

A centralized and automated external identity management platform (EURP) has reduced risk, cost, and improved operational efficiency continued to be elusive.

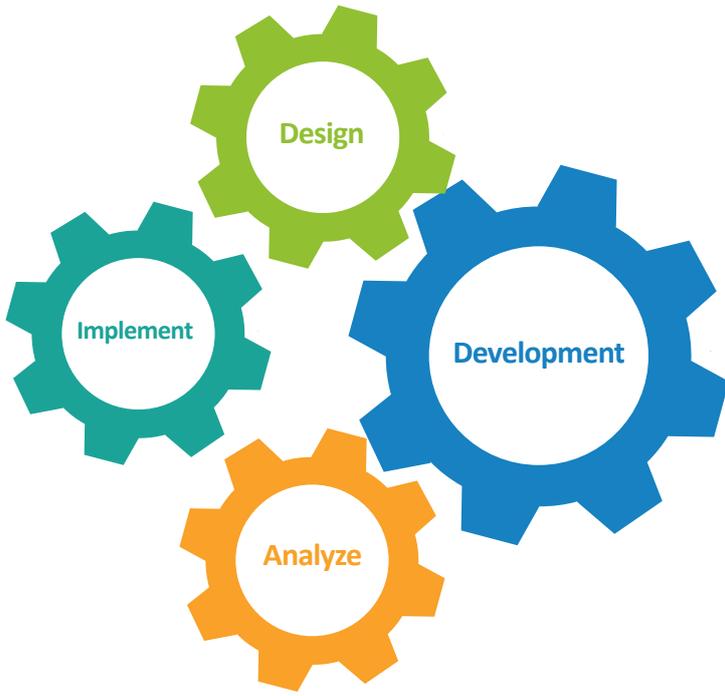
User Onboarding - Decrease the time to productivity when new users get welcomed. It starts automated provisioning and onboarding.

Enterprise Provisioning - Automate provisioning/deprovisioning of accounts and entitlements across multiple directories and target systems.

Recertifications - Automatically re-validate user accounts and their access privileges with custom approvals and generate a report for managers to review and validate.

Multi-Factor Authentication - Offers a robust Multi-Factor Authentication mechanism that supports foremost third-party authentication tools, such as Okta.

Future Plans: We have discussed with company management updating the solution with new patches that provide the enhanced UI and performance. ISSQUARED will decommission outdated services and is planning to pen Rest APIs. The EURP suite has limited integration connectors, allowing the company to invested in additional products. The team at ISSQUARED has always sought to provide configuration and integration with leading market products. The patches provided will now enable the company to develop custom connectors based on standard connectors with customized schemas, operations, actions, reconciliation methods. Lastly, the team at ISSQUARED will also add additional features in workflow-driven Access Control.



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, with global delivery capabilities and presence across the UK, Ireland, India, Singapore, the Middle East, and the U.S.



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