

## Identity and Access Management

### Client

A leading US public university with 23 campuses across California.

### Business challenge

The client's technological infrastructure was suffering from flaws negatively impacting its performance:

- The system was plagued by failed provisioning, leavers, and transfers process and tools
- The system relied on inconsistent, ad-hoc, and manual processes and was continually exposed to audit deficiencies
- There was a heavy cost to maintain a compliant environment
- Departments went down different investment paths; creating confusion, some unable to enforce preventive controls
- No control or visibility existed over privileged users, orphan or rogue accounts
- Huge gaps between users and IT groups led to an inconsistent and disjointed business user experience

### Approach

Implemented an IAM solution, providing self-service identity management for users, automating lifecycle management across heterogeneous platforms, and establishing a rich framework for enforcing university security policies:

- Connected custom management agents to current systems
- Built custom connectors for specific applications
- Developed automated updated user information by leveraging authoritative data from the HR system
- Easy migration of user rights was enabled for individuals changing job titles or locations
- Implemented a self-service functionality, allowing users to reset their passwords without help-desk authorization

### Results

The solution provided a robust and secure platform for all subsequent applications implemented and was critical to the success of the systems transformation program:

- Reduced turnaround time for provisioning and de-provisioning primary accounts from two weeks to one day
- Accurate and timely provisioning and de-provisioning of appropriate application access strengthened security
- Better interaction experience
- Reduced service desk calls
- Reduced time spent with auditors gathering application access level information
- Users could easily change job titles or locations

### Business benefits

- Less turnaround time
- High accuracy
- Strengthened security
- Better user experience

ThoughtFocus is a US based, privately held consulting, software engineering and business process management firm with offices in the US, India and the Philippines. We help clients in avionics, education, financial and insurance services, manufacturing, payment and loyalty solutions industries with their key business and technology challenges.

ThoughtFocus is a Blackstone Innovation Fund portfolio company.