

Major Telecommunications Provider

The company relied on multiple standalone systems to manage identities, making it difficult for operations teams to identify overlaps between different groups such as internal and external staff, customers, and suppliers. NetIQ® Identity Manager provides the company with a unified solution for managing more than 55,000 internal employee identities, with the capability to support an additional 100,000 external users in the future.

Overview

This company is a multinational data networking and telecommunications equipment provider with operations in numerous countries worldwide.

Challenge

This major telecommunications provider designs and delivers data networking and telecommunications equipment with a focus on mobile broadband technology and services.

“When the company was first founded as a joint venture, it inherited a broad set of identity and access management tools,” said a spokesperson. “There had been no real attempt to integrate this heterogeneous legacy environment, which made it difficult for operations teams to identify overlaps between different user groups such as internal and external staff, customers and suppliers.”

“Identity Manager provides us with a robust platform for managing both internal and external user identities from a single point of control!”

SPOKESPERSON

Major telecommunications provider

With some 50,000 internal employee identities—and up to a further 15,000 identities for external contractors—to manage across multiple systems, the company struggled to ensure consistent user provisioning and deprovisioning and sought to standardise on a single identity management platform, which would reduce cost and effort and enhance security.

Solution

The company asked PartnerNet® Platinum Partner Atos to help select and implement a comprehensive identity management solution. Atos recommended Identity Manager as the most suitable platform for meeting the company's needs in standardising and integrating identities and processes.

“We knew that project success depended on selecting both the right technology and a strong implementation partner,” said the spokesperson. “The experience and expertise that Atos has as a NetIQ partner gave us a lot of confidence and we were convinced that Identity Manager would help us build the solid identity management foundation that we needed.”

Currently, the company is working with Atos to roll out the solution across its whole business. To streamline management of internal user identities, the company will link Identity



At a Glance

■ Industry

Communications

■ Location

Undisclosed

■ Challenge

The company struggled to ensure consistent user provisioning and deprovisioning and sought to standardise on a single identity management platform.

■ Solution

Use Identity Manager to streamline management of internal user identities and reduce cost, minimise effort and enhance security.

■ Results

- + Will replace multiple standalone systems with a centralised and highly automated identity management solution
- + Will reduce IT administration costs and effort, all while accelerating user provisioning and boosting productivity

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Manager with its SAP human resource management (HRM) application and several target systems including Microsoft Active Directory services. The company and Atos are implementing a role-based approach to provisioning new accounts to further automate the process.

The company also plans to take advantage of Identity Manager to handle provisioning for external users, linking the solution with sales and supplier portals to manage identities for suppliers and contractors, and with web-based systems for customers.

“Identity Manager provides us with a robust platform for managing both internal and external user identities from a single point of control,” said the spokesperson.

“Once fully implemented, Identity Manager will allow us to manage up to 100,000 external user identities; this kind of scalability is a huge advantage as we continue to grow.”

Results

The company expects Identity Manager to deliver considerable benefits once the solution is fully deployed. Replacing multiple standalone systems with a centralised and highly automated identity management solution will help the company to reduce IT administration costs

and effort, all while accelerating user provisioning and boosting productivity.

“By standardising on a single...solution we will have fewer tools to maintain, which will deliver cost savings and also save operations staff time and effort,” said the spokesperson. “In turn, this will ensure that new users are given access to the information they need right away, enhancing the user experience and improving productivity.”

With Identity Manager providing an enterprise-wide view of users across multiple systems, the company will be able to enhance insight into identities and improve control over user management.

This will help to tighten enterprise security, ensuring that information is kept safe and made available to the right people.

“Identity Manager will make user provisioning across different domains a much more automated and streamlined process, which will help us drive greater control over users,” said the spokesperson. “With clear insight into identities across all our systems, we will be able to eliminate discrepancies, such as duplicate identities and ensure that only authorised users have access to our systems, enhancing security.”



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