

IAM Implementation: Leading American Spanish language broadcasting television network.

KEY CHALLENGES:

As business grew with additional customers, employees, contractors and facilities, the organization's ability to manage user accounts became increasingly difficult, time consuming and costly. Despite a substantial user base, they had no IAM system in place.

An initial assessment identified the following key challenges:

- Troublesome deficiencies in the processes for on-boarding and provisioning/de-provisioning employees and contractors. There was replication of data entry; new employees had to be manually added to applications such as HR, Active Directory (AD) systems, and others.
- The use of AD limited their capabilities to define enterprise wide standard roles. This led to security risks and inefficiencies.
- The existence of multiple stand-alone operational systems that were not integrated with AD and therefore not part of the password synchronization mechanism in place.
- Information security and regulatory compliance issues were prevalent.

The client knew that they needed help in deploying a comprehensive and fully operative IAM solution. Based on SDG's experience and skills in IAM deployments and customizations, they engaged us to help them identify, and implement a full service solution.

SDG SOLUTION

To help facilitate a successful deployment, our team assessed the existing environment and identified all the processes to be accommodated and the systems to be enrolled into the proposed IAM solution. The team then built an IAM strategy and roadmap that delivered:

- A flexible framework for the phased and incremental enrollment of existing and new target systems into the IAM system.
- An RFP process that enrolled a select set of product vendors. After a detailed evaluation, our team zeroed in on SailPoint's IdentityIQ product as the right solution for this client.
- Connectors for integrating the IAM system with the key priority applications. The elements provisioned include AD accounts, Exchange Mailbox, Exchange Mail Contacts, AD groups and Lync Access.
- Workflows created for managers to manage their direct reports and contractors as well as to decommission idle accounts; in accordance with compliance needs.
- Reports configured to allow the organization and auditors to gain insight into corporate data.



RESULTS

- **Improved user satisfaction** by providing new users access to all relevant applications in a timely manner, thereby improving productivity.
- **A flexible framework** which allows new applications to be integrated with the IAM system securely, efficiently and cost effectively.
- **An approval access workflow** which allows the organization to reduce information security risk, improve regulatory compliance and reduce operational costs.