

Global Major in Metals and Mining

The customer wanted enhanced security, improved speed, and increased efficiency of its identity landscape. It wanted to ensure that IT is more responsive to requests from the business and desired to provide greater control and transparency over the flow of information throughout its global operations. An integrated suite of solutions helped the company achieve a highly available security posture.



Overview

This customer is one of the largest mining companies in the world, with operations in 30 countries across the globe. It is the largest producer of iron ore and nickel in the world.

Challenge

- The environment was complex with a large user base of more than 100K spread across the globe with 50 deployed applications being used.
- Improved availability with no expected downtime.
- Large number of third party applications like SAP, PeopleSoft, etc., which needed to be integrated seamlessly with the IAM environment for uniform enforcement of identity and access controls.
- Lack of structured monitoring and reporting resulting in inefficient processes.

Solution

The customer needed a 24X7 optimized onsite-offshore model to support its enterprise IAM environment setup using OpenText™ IDAM tools. It needed to ensure zero impact to business due to integration of new applications while supporting already integrated applications. The customer also wanted to enable control over user identities

to track user provisioning and reconciliation operations and privileges assigned to individual users. In a short span of time, the scope of the project expanded—execution of enhancement projects, implementation projects, integration projects, and environment upgrade projects.

Results

- Existing risk with only one NetIQ eDirectory by OpenText server in place was mitigated by implementing availability improvement solution to ensure 100% availability of the environment for the business without any unplanned outage.
- Provisioning workflows were enhanced and customized to meet customer requirements.
- Automation of daily monitoring activities introduced for better performance and productivity.
- [NetIQ Access Manager](#) (NAM) by OpenText implementation for federated authentication and authorization.
- Support, Administration, and Maintenance included several components of IDAM and NAM such as NetIQ eDirectory by OpenText replication servers, Analysers, iMonitor, identity provider, and access gateway servers.

At a Glance

Industry

Manufacturing

Location

Brazil

Challenge

With a large geographically spread user base, the company needed a secure, versatile, cost-effective, automated, and integrated solution to support the complex environment and fuel the business growth.

Products and Services

NetIQ Identity Manager
NetIQ Access Manager
NetIQ Sentinel Enterprise
NetIQ Self Service Password Reset

Success Highlights

- Provided rapid on-boarding and easy management of huge user base with greater control over access
- Increased security and compliance in self-service portal
- Provided rich auditing and reporting capabilities to meet compliance requirement
- Reduced errors with automated workflows

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- Platform hosted on SUSE Linux, thus providing a highly stable environment.
- [NetIQ Identity Manager by OpenText](#) and NetIQ Access Manager by OpenText and NetIQ SSPR (NetIQ Self-Service Password Reset) by OpenText migrated to the latest versions.
- Customized Monitoring, Reporting, and Auditing capabilities through NetIQ Sentinel Enterprise by OpenText.
- Diverse client applications integrated with NetIQ Access Manager with no IAM downtime.
- Proactive incident management leading to 80% reduction in incident volume and hence operational costs.

About NetIQ

NetIQ provides security solutions that help organizations with workforce and consumer identity and access management at enterprise-scale. By providing secure access, effective governance, scalable automation, and actionable insight, NetIQ customers can achieve greater confidence in their IT security posture across cloud, mobile, and data platforms.

Visit the NetIQ homepage at www.cyberres.com/netiq to learn more. Watch video demos on our NetIQ Unplugged YouTube channel at www.youtube.com/c/NetIQUnplugged.

NetIQ is part of Cybersecurity, an OpenText line of business.