Fraport AG

Fraport needed one solution that could take care of its identity and security management. Due to ongoing projects to increase the size and prominence of Frankfurt Airport, Fraport needed a solution that could handle a surge in the number of employees. Using NetIQ® Identity Manager, Fraport is able to improve the accuracy and consistency of data. Processes are streamlined, and Fraport is saving a considerable amount through reducing calls to third-party helpdesks.

Overview
Fraport AG operates Frankfurt Airport in Germany and employs over 19,000 people. Fraport also runs the smaller Frankfurt-Hahn Airport, Peru’s Lima Airport (LIM), Varna and Burgas airports in Bulgaria, and Terminal 1 of Antalya Airport in Turkey.

Challenge
Fraport AG is engaged in a long-term project to realise its vision of “Frankfurt Airport City,” which sees the airport not only as a major transportation hub but also as an outstanding location for business and retail.

Creating the airport of the future requires Fraport to work with numerous external partners and to expand rapidly. To manage this growth phase and support the future organisational structure, Fraport needed a flexible, scalable framework for identity and security management. It was crucial for operational efficiency and to ensure compliance with both external regulations and internal security policies.

As the airport's business activities cover several fields, such as logistics, transport, retail, facility management and real estate services, Fraport needed to create an identity management hub that enabled rapid access provisioning and deprovisioning across many different systems and applications.

Solution
Fraport selected Identity Manager as the foundation for identity consolidation, validation and management across its complex organisation. The solution manages around 10,000 employees, providing a single point of control for identities and enabling secure connectivity to IT resources.

"The key for Fraport was to create a single solution that could address all requirements around identity and security management."

NORBERT RICHTER
Senior Manager
Fraport AG

At a Glance

- Industry
  Aerospace & Defence

- Location
  Frankfurt, Germany

- Challenge
  Fraport needed to create an identity management hub that enabled rapid access provisioning and deprovisioning across many different systems and applications.

- Solution
  Use Identity Manager to automatically synchronise change across all relevant systems and provide a view of responsibilities for external contractors.

- Results
  - Increased the consistency and accuracy of identity data
  - Streamlined identity management processes
  - Enabled precise provisioning of access rights according to business requirements
As part of its ongoing transformation, Fraport is adding a third terminal to Frankfurt Airport, a four billion euro investment that significantly increases staffing levels. Identity Manager will scale to encompass these users, enabling Fraport to rapidly provision temporary external contractors, and securely deprovision them when work is complete.

“Effective security depends on controlled processes to provide approved access rights at the point of need,” said Norbert Richter, senior manager at Fraport AG. Identity Manager helps Fraport manage a large, frequently-changing user group with ease, speed and security.

The solution optimises user management tasks, and automatically synchronises changes across all relevant systems. It also provides a view of responsibilities for external contractors, and lets Fraport link user identities to business cost centres such as printing services.

Fraport is increasing the number of applications and functional areas integrated into the identity management solution, even as the amount of regulatory requirements rise. Therefore, the company will also introduce role-based provisioning with approval workflows secured using smartcards.

Fraport continues to work closely with NetIQ as it develops and extends this cutting-edge solution.

**Results**

Identity Manager enables Fraport to achieve efficiency and security across its complex, rapidly-growing organisation. The solution increases the consistency and accuracy of identity data, streamlines identity management processes, and enables precise provisioning of access rights according to business requirements.

Identity Manager enables Fraport to get new users up and running faster and cheaper than before. “The solution provides clear, fully auditable approval workflows similar to our existing SAP workflows, and the built-in automation ensures that our corporate security policies are applied reliably,” said Richter.

Fraport currently outsources most of its IT services, so there is a direct cost for helpdesk calls and for setting up new users. With Identity Manager, the company can assign access rights by clicking a button, and users can reset their own passwords. Although cost reduction isn’t the aim of Fraport’s identity management project, the solution enables the organisation to save considerably on third-party fees.

In terms of the larger strategic picture, Identity Manager supports Fraport’s growth plans by making it easy to work with large numbers of temporary external contractors.

With support from NetIQ, Fraport built a flexible, strong foundation for delivering fast and secure identity management. The versatility and modular structure of Identity Manager made it the most cost-effective and scalable solution for Fraport’s challenging requirements.