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.”

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 Manager with a centralised and highly automated identity management solution.

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

“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
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.”

“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.”

SPOKESPERSON
Major telecommunications provider

Denmark
+45 45 16 00 20
France
+33 1 55 70 30 13
Germany
+49 89 42094 0
Italy
+39 02 366 349 00
Netherlands
+31 172 50 55 55
Poland
+48 22 537 5000
Portugal
+35 1 3627-0900
Spain
+34 91 640 25 25
Sweden
+46 8 752 25 00

NetIQ
Worldwide Headquarters
Houston, Texas
713 548 1700
888 323 6768
www.netiq.com