

## Case Study EIAG

EXTERNAL IDENTITY ACCESS & GOVERNANCE



### ABOUT THE CUSTOMER

This company is a multinational biotechnology company. Since its inception, it has established itself as a global leader in the independent biopharmaceutical field. This company is committed to addressing areas of highly unmet medical needs and leverages its expertise in advanced human genetics to unravel the complexities of diseases. The company strives for solutions that improve health outcomes and dramatically improve people's lives.

### CHALLENGES

Originally, the company had a custom-built platform to manage access to partners, customers, and vendors using a complex integration for its interface. The user interface of the company's platform was built using a cloud-based CRM solution, while on the back-end, the system was using an old version of a third-party Identity and Access Management solution. The UI was used to send a request and the IAM solution at the back-end was used for external identity management and governance.

The IT department spent way too much time ineffectively managing external identities. The system was complex, error-prone, time-consuming, and was using an IAM solution that was a very old version. The company was about to renew the license of its existing IAM solution; it intended to decommission this tool and deploy a modern and simplified solution.

### OBJECTIVE

The company referenced in this study, required an out-of-the-box solution to provide flexible storage of external user identity data and attributes. It needed a more efficient and standardized system where external identities are managed, a centralized report is generated, and a unified place for other applications are housed. Because the company's original solution was failure-prone, time-consuming, and based on a legacy system, it required a more efficient and simplified solution with an easy interface.

The company was also seeking a unified and automated mechanism for processes including syncing target system groups, requesting membership to users in those groups, and removing assigned entitlements.

### SOLUTION OVERVIEW

- ✔ Automate and customize onboarding process
- ✔ Periodically revalidate external user accounts and their access privileges with custom recertification intervals, approvals, notifications, and remediate actions.
- ✔ Provide on-demand provisioning of entitlements across multiple directories and target systems.
- ✔ Enable full control over authentication and authorization by implementing risk-based multi-factor authentication and secure encryption technologies.
- ✔ Used Okta authentication to authorize users.
- ✔ Configured Okta connector to provision accounts and group membership.
- ✔ Integration to LMS for external identities.

## SOLUTION

To achieve the company's requirements, ISSQUARED® proposed to deploy its EIAG (External Identity Access & Governance) suite within the company's intranet infrastructure system. After consulting with the company's management, the ISSQUARED team implemented its EIAG suite.

The External Identity Access & Governance (EIAG) solution is hosted on-premises and is maintained by ISSQUARED. The EIAG system stores external identity information (e.g., First Name, Last Name, Partner Organization, Business contact information, etc) and provisions target application access to external identities.

The company has an automated Okta system. ISSQUARED has helped the company to manage access into Okta using its EIAG tool. EIAG business application interfaces with the company's Okta system to provide enhanced SSO (Single-Sign-On) and secure Multi-Factor Authentication for the company's external identities.

EIAG has enabled the company to onboard external users and provide access to a different set of applications integrated with the Okta solution. Implementing the EIAG suite has allowed the company to provision the external identities in Okta and manage their access into various Okta groups.

The ISSQUARED SSO team accesses the portal and creates groups to Okta and then uses sync functionality to sync the groups to the EIAG suite. Once synced, the company custodians can see these groups in the EIAG suite. The custodians can simply access the EIAG portal and create external identities. Once these identities are created, the suite automatically provisions the accounts to these identities in Okta. And, custodians can submit request for groups in Okta for external identities onboarded. Request fulfillment process triggers approvals to entitlement owners based on the way workflows defined.

The company also has a cloud-based LMS (Learning Manage System) which requires users to have an account in order to log in. In order to provision the external users into the LMS, ISSQUARED integrated its EIAG suite with the core IAM platform within the company.

The company has already developed a custom connector for this IAM tool that can communicate with the LMS. ISSQUARED has helped the company to re-use this technology for the provisioning of external identities.

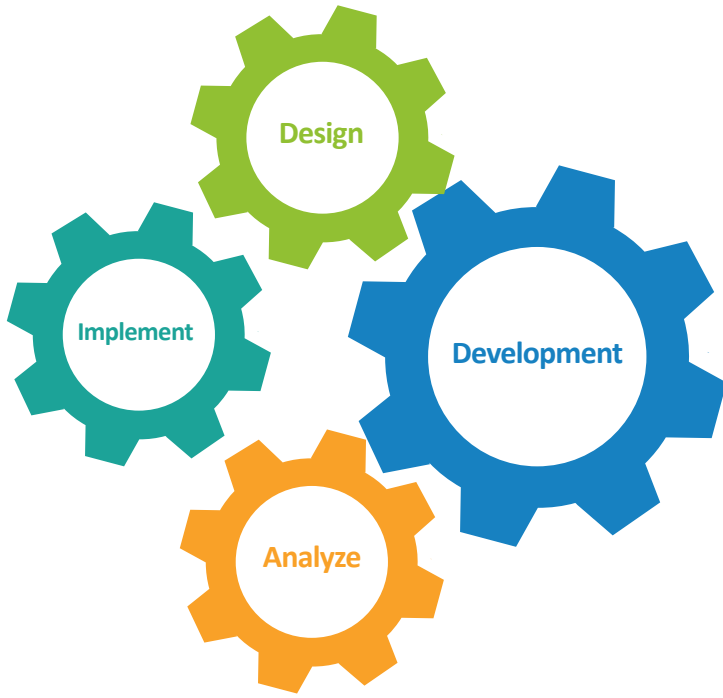
ISSQUARED has allowed the company to modernize and simplify its external identity and access management system and provided a unified external identity life-cycle management and reduced security and compliance risks.

## KEY BENEFITS

The EIAG suite enables the company to monitor and manage the external identities securely and control access to entitlements and applications effectively. It also helps meet all regulatory requirements using out-of-the-box reports. Additional benefits include:

- ✔ Reduced security and compliance risks and increased accountability by gaining visibility and control of external identity activity.
- ✔ Reduced cost of managing external identity access by leveraging automation capabilities (e.g. password management, SSO, etc).
- ✔ Reduced the cost and operational risk of managing application to application credential use.
- ✔ Facilitated the management of external identities and provided automated entitlement-based account provisioning for external users to the Okta target system.
- ✔ Enabled the Administrator to manage all the actions on behalf of custodians or entitlement owners.
- ✔ Enabled the Identity custodians to onboard external identities, request entitlements for them, and revoke their access to entitlements.
- ✔ Enabled the entitlement owners to approve entitlement requests and remove their membership to entitlements.
- ✔ Used Okta based authentication for external identities to login to the systems.
- ✔ Provided audit and compliance demands associated with controlling and managing external identity access.






## ISSQUARED®

ISSQUARED® is one of the leading providers of end-to-end IT technology solutions, delivering fine-tuned services across IT Security, Cloud, Infrastructure, Unified Communications, Industrial Operational Technologies and other solution areas. For many years, ISSQUARED® has been helping several Fortune 500 organizations and delivered several multi-million-dollar projects. Our proven expertise takes our clients through a seamless digital and security transformation, resulting in rapid business benefits and positions them for future success.

ISSQUARED® is headquartered in Westlake Village, California, US. It offers global delivery capabilities with its presence across the UK, Ireland, the Middle East, India, Singapore and other parts of the US too.



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