# Revolutionized operations for a leading US airline by offering unique Identity and Access Management solutions

Welcome to possible

Abstract

A US-Based Major Airlines leader was looking for a partner to implement end-to-end support & manage their Identity and Access Management (IAM) solutions covering 100K users, 700+ applications, and 6000+ servers. The engagement also extended to seek support for running their operations through a managed services model whose scope covered the below details:
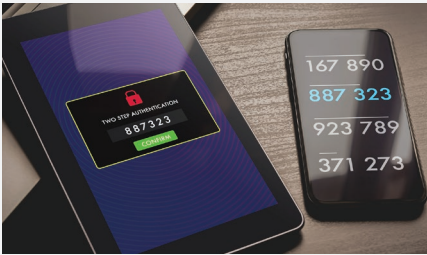
Application on-boarding

- Provisioning application and leveraging Single Sign On (SSO)
- Multi-Factor authentication for business critical applications.

Centralized Identity & Access Management

- User life cycle management for provisioning & de-provisioning users.
- Self service password management
- Identity governance

Privileged Account Management

- Provide Just-In-Time (JIT) elevated access to oerform privileged task
- Approval flow in place to approve elevated access request
- Audit logs & Access reviews

Mindtree's cyber security services team was involved in building and implementing an end-to-end solution with a state-of-the-art Identity and Access Management (IAM) solution in the market. Mindtree is also managing their Identity Support Center for the services listed above.

Challenge

The client's infrastructure was operating on a custom Identity and Access Management (IAM) solution that lead to high turnaround time for provisioning and de-provisioning of applications and users. The task was highly complex as the team had to support 700+ business critical applications and more than 6000 servers with different operating systems (Windows, Linux, Unix, etc.). Further, the unmanaged privileged accounts across various systems lead to issues such as excessive privilege, scattered identity across different data stores, etc. There was also a lack of a proper framework to document processes to manage the user life cycle and workflow processes.

The client was looking for an experienced partner for a swift upgradation of their Identity and Access Management (IAM) infrastructure where they could meet the business requirements for identity and access management, user provisioning/de-provisioning, managing privileged accounts, and providing updates using automated solutions or self-servicing capabilities with minimal intervention from the Identity and Access Management (IAM) support team.

Key Differentiators

A US-Based Major Airlines leader was looking for a partner to implement end-to-end support & manage their Identity and Access Management (IAM) solutions covering 100K users, 700+ applications, and 6000+ servers. The engagement also extended to seek support for running their operations through a managed services model whose scope covered the below details:

RPA driven application platform: 100+ applications were identified in-scope for integrating with the IAM platform and each application onboarding required 40 – 100 hours of effort per application. Mindtree's RPA driven application on-boarding platform helped to reduce this effort to 4-6 hours per application. And the application on-boarding activities were completed 6 months earlier than original timeline.

Mindtree team delivered assured savings of up to 200K USD for 100 applications system landscape

Automated solution for user termination validation: As part of the IAM Managed Services user termination validation was performed manually. The task was performed by comparing the list of terminated users at SailPointIIQ tool against the target applications. This was very time consuming and required manual verification.

Mindtree's RPA driven termination validation solution eliminated the security risks of excessive privileges and ensured compliance to organization's security process.

Mindtree team delivered assured Savings of up to 50K USD per year.

Solution

Mindtree worked closely with the client to understand their business requirements in order to deliver the future Identity and Access Management (IAM) solution. Our Identity and Access Management (IAM) specialists proposed that a centralized access management system will be the best fit for automating the challenges identified above. The goals to be delivered as part of this engagement were as mentioned below:

- Identity provisioning within 30 minutes
- Automated reports & dashboards
- Business roles with implementation of Segregation Of Duties (SOD) using Role Based Access Control (RBAC)
- Secure privilege accounts
- Maximizing the usage of self-service functionality

Mindtree was involved in implementation and managing services of identity and access management solutions with the following components:

Ping Federate

- PingFederate, PingAccess & PingOne - Application authentication & Authorization (SAML & Oauth protocols) for web agents / web proxies with MFA enabled

SailPoint

- SailPoint - Managing user identities and life cycle, self-service portal management and identity governance.

CyberArk

- CyberArk Pam - Manage privileged account and server, onboarding A9 accounts.

Radiant Logic VDS

- Radiant logic VDS - Aggregates multiple identities to common namespace and access points.

Impact

- Automated user life cycle management, identity governance, and privileged account management for the client's day-to-day requirements for 100K users
- Automated user provisioning & de-provisioning within 15 minutes

- Seamless authentication and authorization for more than 700+ production applications which improved the user experience

- Implemented additional security by Multi-Factor Authentication (MFA) for 50+ mission critical applications

- Secure connect to 10K privileged accounts through Cyberark Privileged Access Management (PAM) solution

- Additional authentication for business critical applications

- Improved password management

- Reduced cost of overall IAM administration by 50% in comparison to the customer's legacy IAM solution

- Reduced huge volume of IAM operations effort by bringing the Robotic Process Automation (RPA) driven automation. Achieved cost reduction of $200 K per year

Mindtree's deliverables

- Implementation of IAM solutions like SailPoint, PingFederate, PingAccess & PingID, CyberArk & Radiant Logic

- Design, implementation, deployment documentation

- 24X7 support coverage for IAM platform

- Automation of IAM routine support operations

- IAM build documentations, reduced implementation time by 6 Months

- Playbooks and SOPs for managed services providing a uniform response address for IAM service requests/tickets

About Mindtree

Mindtree [NSE: MINDTREE] is a global technology consulting and services company, helping enterprises marry scale with agility to achieve competitive advantage. "Born digital," in 1999 and now a Larsen & Toubro Group Company, Mindtree applies its deep domain knowledge to 290+ enterprise client engagements to break down silos, make sense of digital complexity, and bring new initiatives to market faster. We enable IT to move at the speed of business, leveraging emerging technologies and the efficiencies of continuous delivery to spur business innovation. Operating in more than 15 countries across the world, we're consistently regarded as one of the best places to work, embodied every day by our winning culture made up of over 21,000 entrepreneurial, collaborative and dedicated "Mindtree Minds".