



Mindtree

A Larsen & Toubro Group Company



Mindtree delivers a B2C
large scale **CIAM** for one of the top
hospitality and tourism
Company in the USA

Abstract

A top hospitality and tourism firm in the USA was looking to build IAM solutions for their B2C business covering 1 million users that included customers, 3rd parties and suppliers. The engagement also extended to supporting the day-to-day run operations through a managed services model that covered:



Mindtree’s cybersecurity services team was involved in designing, building and implementing end-to-end CIAM (Customer Identity and Access Management) solution in the market. We are also managing the client’s identity support center for the services listed above.

Challenges

The client’s infrastructure was operating on outdated, carry legacy identity policies to identify and authorize users. The client had a custom Identity and Access Management (IAM) solution and was spending high costs to manage millions of user identity life cycles, access management, single sign-ons, disparate credentials for almost every application/system implemented for critical business services. Furthermore, the identities were stored in multiple repositories and no single source of truth was available for delivering a uniform and seamless access.

This rendered multiple issues and security lapses/incidents in the client’s environment. The client was looking for an experienced partner for a swift upgradation of their IAM infrastructure who could meet the business requirements for identity and access management, user provisioning/de-provisioning and updates using automated solutions for self-servicing capabilities with minimal intervention from the IAM support team.

Key Differentiators



RPA driven automation for application onboarding:

- Onboarding applications
- Distribution list automation
- Custom user registration module/component
- Readily available user consolidation, migration solution

In the earlier scenario, the client used a manual process for onboarding applications and distribution list creation. Mindtree’s RPA driven automation helped the client in automating application onboarding process and distribution list creation, which in turn reduced the turnaround time to 4 to 6 hours for onboarding an application (as compared to the previous duration of 40 to 100 hours per application) and 70 hours per month for distribution list creation (as compared to the previous duration of 95 hours per month).

Solution

Mindtree worked closely with the client and understood the business requirements expected to be delivered via the new IAM solution. Mindtree IAM specialists documented the current landscape and gaps. Based on their understanding, they concluded that the client required a centralized access management system for automating the challenges identified above. The client also agreed with our assessment.

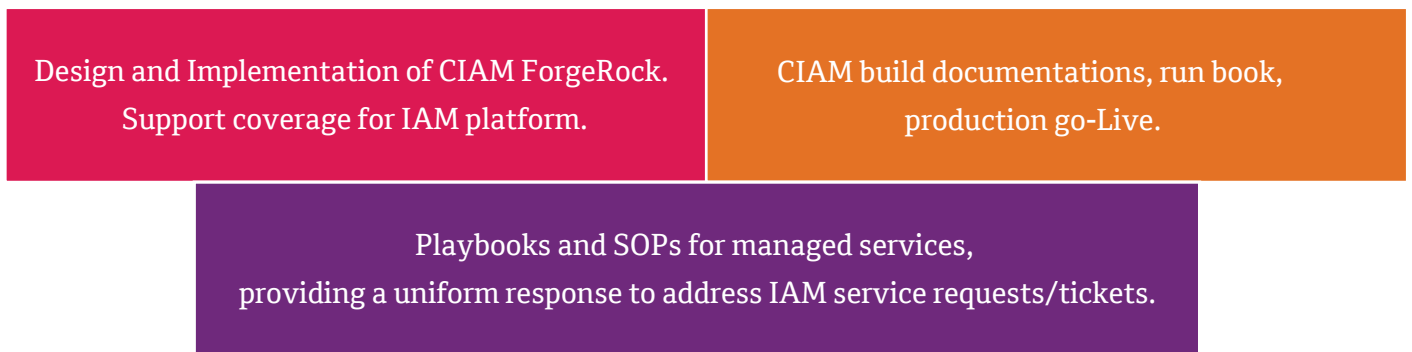
Mindtree proposed ForgeRock CIAM solution as the best fit solution to meet the customer's requirement, and we implemented a centralized identity and access management system with the following components:

- OpenIDM – User profile service & password management
- OpenAM – Single sign-on (simple & federated) SAML protocol
- OpenDJ – LDAP (Light-weight Directory Access Protocol) directory service
- OpenIG – Reverse proxy with session management

Impact

- All users are identified and authenticated by using a single centralized CIAM solution. Therefore no more multiple user identities, passwords and roles to be managed by the users and the backend operations team
- Centralized automation of user lifecycle management (provisioning, modification, de-provisioning) was established
- Seamless authentication and authorization rolled out for 1 million users across all 30+ business applications
- Seamless SSO for social and mobile applications and improved the client's customers application access and decreased the cost involved in running the help desk
- Improved centralized auditing and reporting
- Created provision to generate 100+ business analytics automated reports & dashboards
- Reduced cost of the overall IAM administration by **60%**.

Mindtree's deliverables



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".