Mindtree implements a large scale **IAM solution** for a **consumer credit reporting agency leader in the USA**

Abstract

A consumer credit reporting agency leader based in the USA, was looking to build IAM solutions that covered 100K users, including their employees, 3rd parties, and suppliers. The engagement also extended to supporting their day-to-day run operations via a managed services model that covered:

User life cycle management	Governance and compliance

Centralized user access management

Mindtree's cybersecurity services team was involved in building and implementing an end-to-end solution with a state of the art IAM (Identity and Access Management) solution for the client's 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The client's infrastructure was operating on outdated, carry-legacy based identity policies to identify and authorize users. Their solution was based on the on-premise infrastructure, and they were spending high costs to manage the user identity lifecycle, application onboarding/access, and disparate credentials for almost every application/system implemented for their critical business services. Moreover, their identities were stored across multiple repositories, which resulted in the lack of a single version of truth for delivering uniform and seamless access.

This rendered multiple issues and security lapses/incidents in the client environment. The client was looking for an experienced partner to deliver a swift upgradation of their IAM infrastructure to meet the business requirements for 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 process for various operations & support of IAM solutions

- Addition and removal of users from security group
- Removal of users from security group
- Entitlement cleanup
- Correction of the invalid entitlement owner in SailPoint
- Automated certification process
- Auto-escalation process for manager or entitlement owner

In the earlier scenario, the client had manual process in place for addition, modification, deletion and clearing of entitlements. Mindtree's RPA team facilitated automated workflow for managing all the above mentioned scenarios which in turn reduced the turnaround time for ticket (incidents/service requests) closures and reduced man hours to 1500 hours per month which was previously 1750 hours per month.

Solution

Mindtree worked closely with the client to understand the business requirements to be delivered via the new IAM solution. Our IAM specialists documented the current landscape and gaps to conclude that the solution to the client's problems was a centralized access management system that can automate the above challenges. The assessment was also onboarded by the client team.

Our team proposed SailPoint as the best-fit solution to meet the customer's requirement and they implemented a centralized access management system comprising of the following components:

- Azure Active Directory as the single source of truth for all their identity requirements
- Configure AD to provide centralized authentication with the backend from SailPoint - SecureAuth
- SecureAuth to deliver single Sign-On (SSO) and multi-factor authentication
- SailPoint to deliver user lifecycle management support

Impact

- All users are identified and authenticated by using a single centralized IAM 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
- User provisioning time reduced for major business-critical applications. Users can avail self-servicing capabilities to deal with their day-to-day requirements
- Seamless authentication and authorization for all the **30+** business applications
- Enabled multi-factor authentication for applications that deal with sensitive data
- Reduced cost of the overall IAM administration by **40%**
- Reduced IAM driven security incidents

Mindtree's deliverables

SailPoint design and build documentation, reduced implementation time by **3 Months**	Playbooks for managed services providing a uniform response to address **IAM service** requests/tickets

16x5 support coverage and managed services operations model