

Manufacturing Industry Case Study

Security Guidance MattersSM

Executive Summary

Business Challenge

Create processes and a set of security services to standardize authentication, authorization and user account management for a global business with divisions on five continents.

Solution

- Key use cases for user on-boarding and self-service password management
- Detailed test scenarios and acceptance criteria
- Solution Architecture utilizing Oracle Identity and Access Management 11g solution suite features
- Installation and configuration of development and test environments
- Connector configurations and user self-service password reset
- Project oversight, communication and coordination

Benefits

Reduced operational effort/expense and improved ability to comply with regulations.

Business Challenge

Our global manufacturing client was seeking expertise to help them optimize their user on-boarding processes and enable self-service for password management.

Their Security Infrastructure team had responsibility for security administration processes and policies. They had significant experience with managing network-centric user repositories such as Microsoft Active Directory.

As a global organization, they had multiple divisions with separate technology environments to manage users in North America, EMEA, Asia-Pac and Australia/Japan.

The company leveraged multiple Human Resources systems; North America employees were accounted for via the Oracle E-Business Suite while EMEA leveraged JDE One.

We needed to establish a ‘trusted source’ of data to properly validate the creation of new user accounts for employees, contractors and external partners.

Clango Engagement

Analysis

A critical first step was determining a sound approach to uniquely identify users and maintain the proper association to their accounts and corresponding information privileges.



The company’s Security Infrastructure team had drafted a short and longer-term vision for the deployment of various IAM capabilities. They prioritized Password Synchronization and Self-Service Password Reset capabilities for immediate implementation.

Make Your Strategy More than a Wish List

Organizations that have leveraged IAM software typically yield return on investment within the first year of implementation, particularly when implementing such features as password synchronization and self-service password reset.

We work with you to set priorities that match your business objectives, building the business case and financial models you need to deliver the right results.

Achieving objectives while reducing cost and improving quality presents a serious challenge.

That's where Clango excels.

Our proposal was scoped to accommodate the necessary decisions and corresponding work effort required to operationalize those services within a four-month timeframe.

We elaborated key use cases for user onboarding and self-service password management and compiled detailed test scenarios and acceptance criteria.

Architecture

We developed a Solution Architecture describing the use and interaction of Oracle Identity and Access Management 11g solution suite features, outlining key decisions and overall approach.



We created Technical Specifications and directions for installation and configuration of the solution, including physical deployment views for Dev, QA and production environments.

Technical Integration

- Software installation: Oracle OIM, OAM, OID, ODSM, in a WebLogic environment
- Software configuration: Integration of Oracle software to relying technologies
- Completed connector configurations and enabled user self-service password reset
- Development: data integration, UI page integration to support PW sync and SSPR
- Administrative guides: aid the project team with troubleshooting activities
- Knowledge transfer: work side-by-side with admin team to support prod rollout



Are you interested in becoming a reference?

Contact Information

Email: info@clango.com

Phone: 651.259.1001

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Program Management

Clango Group provided project oversight, communication and coordination to ensure operational readiness at go-live. We worked with our client to clarify objectives, determine team composition, create project controls, and lay out a detailed project schedule.



Results Achieved

Clango Group delivered foundational Identity and Access Management capabilities for our client. We helped them standardize their processes globally across divisions to uniquely identify users, on-board new users and allow them to self-service password management.

These standard security services resulted in reduced operational effort/expense for our client and strengthened their ability to comply with various regulations.

