IBM

Realizing business value with identity and access management

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Executive summary

Organizations are striving to realize business value from identity and access management security solutions by not only addressing short-term requirements, such as costs reduction, integrating mergers and acquisitions, and effectively managing reductions in workforce, but also longer-term goals, such as enabling the organization to implement growth initiatives through new portal projects, and positioning the organization to quickly grow and leap ahead of competitors when global economic and business conditions improve. IBM Tivoli® Identity and Access Assurance can help organizations realize business value through a centralized, automated identity and access management infrastructure that addresses the entire user lifecycle and helps improve service, reduce costs, and support compliance efforts. It also facilitates collaboration through role-based portals, enables the quick roll-out of new services, and provides simplified single sign-on capabilities.

The business case for effective identity and access management

Organizations face many security challenges, including managing an increasing number of users, applications, and access points—all while trying to ensure regulatory compliance. Many organizations see innovation as the means to achieve growth, but need a security infrastructure that provides convenient access to applications and systems while ensuring strong security and compliance with regulations. The effectiveness of an organization's identity and access management can have a significant impact on its competitive posture and profitability.

This white paper highlights the business value that numerous organizations across a wide range of industries have realized by implementing the IBM Tivoli Identity and Access Assurance solution. Organizations can realize business value with identity and access management in the following areas:

- **Identity management** – *on-boarding users and assigning access rights, to changing user roles and privileges, to terminating access rights at the end of the user lifecycle.*
- **Access management** – *providing secure authentication of users, including single sign-on (SSO), and enforcing access policies once the user has been authenticated.*
- **User compliance auditing** – *monitoring, auditing, and reporting on user activity, helping organizations facilitate compliance with policies and regulations, and reducing the risk of internal threats by monitoring user behavior.*

Identity management

By implementing the Tivoli solution, a South American bank was able to reduce provisioning times for new employee accounts by 80 percent.

By implementing the Tivoli solution, a South American bank was able to reduce provisioning times for new employee accounts by 80 percent. And a large European bank has reduced provisioning time, personnel hours, errors, and orphan accounts, and de-provisioning is now much more accurate. The user management environment has become more adaptive, proactive, and responsive.

An international brand-name apparel marketer and a retail consumer cooperative in Europe both reported that user account setup, which used to take as much as two days, now takes less than one hour to complete. Similarly, a U.S. university reduced the time to provision new users from two weeks to two days. The Tivoli solution also enables entitlement recertification for critical systems and accounts by class of services to allow the university to provide focus and auditing on its greatest points of risk.

A European health insurance company uses the Tivoli solution to automatically synchronize any redundant data and eliminate excess accounts and authorizations, thereby reducing errors and the possibility of security breaches.

Organizations can also leverage the software to boost efficiency, as did a global real estate company. The company's Tivoli Identity and Access Assurance solution reflects personnel changes within one business day, and automatically eliminates dormant accounts. A single employee can now complete in one hour account management operations that previously took three or four people half a day to complete. In addition, contract, temporary, and part-time worker information is set to expire every three months, and an automated contract renewal confirmation is e-mailed to the appropriate manager 10 days before expiration.

A financial services organization indicated that the Tivoli solution enabled them to streamline their provisioning process and integrate users from acquisitions quickly and easily. The increased efficiency and time savings enables them to focus more on their growth strategy and less on adding and managing users.

In addition, the Tivoli solution helped an insurance agency improve responsiveness to customers by reducing from days to minutes the process of enabling access to applications and platforms using the automated workflow. It detects and deletes orphaned accounts, and now the company's systems run faster and smoother, enabling the company to free up systems administrator resources.

A European insurance provider was able to reduce administrative costs by 40 percent and eliminate 1,500 obsolete RACF accounts just three months after deploying the Tivoli solution.

A European investment broker found that the centralized provisioning, authentication, and authorization infrastructure they gained from the software enabled its help desk to spend less time on access problems and more time on other issues. End users are now able to access their own role-based applications by authenticating only once, which makes navigating between various applications a quick and intuitive process. Within months of implementation, the organization reported that the solution had delivered a robust return on investment.

A European insurance provider was able to reduce administrative costs by 40 percent and eliminate 1,500 obsolete RACF® accounts just three months after deploying the Tivoli solution. And one year after implementation, an industrial truck manufacturer has successfully reduced costs, increased the efficiency of its IT department and automated and streamlined the management of all user profiles.

A European telecommunication services provider has significantly reduced the time and resources required to manage the data access privileges of its employees, freeing its IT department to focus on critical business needs. At the same time the Tivoli solution also reduced the number of issues arising from security audits.

Access management

One health services organization reported that the Tivoli SSO capabilities simplified its end-user experience and improved time-to-information by eliminating the need for users to recall multiple IDs and passwords. Likewise, an insurance provider relies on Tivoli software to provide a secure, scalable SSO solution for its complex application environment. Branch personnel and customers can log onto its infrastructure from any Web-enabled browser.

Highlights

"Thanks to the fast introduction of the new system we have withstood our audit with success and SAS-70 certification is now a fact. This goes for both our business units and for the corporate organization. IBM Tivoli software helps us in achieving our type 2 certification for SAS-70."

— Leon Verschoor, information and communications technology purchasing, Dutch Mn Services

With Tivoli Identity and Access Assurance, a European healthcare system successfully improved the login times for critical departments such as emergency rooms and intensive care units.

The solution has increased the company's efficiency, as users need only enter a single user name and password to access applications. The solution also changed the way the company interacts with its customers—they can now access all of the company's services through an easy-to-use Web interface. The solution isolates security issues from application development, allowing the company's developers to focus on creating new applications that will increase service levels for their insurance policyholders.

Tivoli Identity and Access Assurance enables collaboration without compromising security at an executive training center where students use a new social networking platform to effectively collaborate with one another and their teachers. Using the new eLearning technology, users can create blogs, develop virtual communities, and organize online activities. The IBM solution enables secure collaboration with internal and external users with controlled and secure access to information, applications and assets.

Similarly, a financial corporation reported that its client representatives can log onto applications more quickly now that the process for entering passwords is automated. The number of calls to the help desk for password resets has been reduced, allowing more time to support client needs.

Thanks to Tivoli Identity and Access Assurance, a European healthcare system successfully improved the login times for critical departments such as emergency rooms and intensive care units. The software has also been used by a military organization where efficiency and security are essential. With its service-oriented architecture (SOA), users have SSO access to more than 200 operational capabilities, including systems to manage munitions and equipment. This organization uses its new technology platform to deliver new capabilities more quickly and cost-effectively than before, and by separating services that are common to all applications, it avoids significant software redevelopment costs.

A Chinese insurance company now has a centralized, simplified and more secure sign-on center for all employees that need access to company systems. As a result, security administrators have significantly fewer login issues to deal with and can effectively prevent non-company logins.

Using Tivoli Identity and Access Assurance to strengthen access with better authentication has helped a software company gain greater visibility of both physical and IT resource access. The company has also improved control through process automation. The solution has helped the company reduce the time and cost of managing employee access.

Likewise, several healthcare providers reported enhanced security by minimizing poor end-user password behavior, and by seamlessly integrating strong authentication form factors. And an electric utility related the importance of self-service password capabilities, multi-factor authentication and integration with provisioning to streamline security and address government and corporate security requirements.

An insurance company in Asia has implemented Tivoli Identity and Access Assurance to support mobile access with great success. With this solution, employees can work from any location without compromising the security of the company's network. SSO capabilities provide employees personalized access to the network. And because the company's sales agents can access information in real time, they are more responsive to clients. The company reported that sales revenue has already increased 18 percent.

Highlights

At one aviation maintenance company, Tivoli Identity and Access Assurance automated the company's manual user administration processes, resulting in 30 percent faster provisioning and deprovisioning of user access rights for new applications.

Access for new applications and services

Services can be further improved by enabling collaboration via role-based portals that provide access to services and applications. Tivoli Identity and Access Assurance can help organizations quickly roll out new services. For instance, an aviation maintenance company implemented Tivoli Identity and Access Assurance to automate the company's manual user administration processes. This automation resulted in 30 percent faster provisioning and deprovisioning of user access rights for new applications.

The SSO capabilities of the solution eliminated repetitious authentication for users accessing different systems at an Asian software company, resulting in improved interdepartmental collaboration. The customer can deploy systems to a new site in one day, rather than the several weeks previously required. Likewise, by implementing Tivoli Identity and Access Assurance, a Canadian communications corporation achieved higher performance and improved maintainability. The solution makes it easier for the company to integrate new applications into its portal environment, facilitating delivery of more applications to field technicians.

A Danish bank also implemented Tivoli Identity and Access Assurance, and as a result, reduced the development time for its Web applications, bringing new applications with more consistent security to market faster than ever. The solution has improved customer satisfaction, as users navigate only one authentication mechanism to access all of the bank's applications. But the most important value is improved time-to-market for delivering new services to their customers.

Both employees and business partners of a global automobile parts manufacturer can now access important company information through an easy-to-use portal, secured by Tivoli Identity and Access Assurance and using the low-cost Linux® operating system.

An Asian automotive company estimates that the installation of Tivoli security software has saved over US$100,000 by eliminating the need to develop and support an in-house solution.

At the same time, a leading pump manufacturer has significantly improved their time-to-market, business flexibility and responsiveness by using the Tivoli solution to provide its customers with secure access to an extranet so they can access product information and order online.

Similarly, an Asian government agency created a portal application with single sign-on capabilities to enable the organization's staff to access various business systems automatically, resulting in enhanced security and improved system usability.

An Asian automotive company estimates that the installation of Tivoli security software has saved over US$100,000 by eliminating the need to develop and support an in-house solution. The company has a dealer network application available online 24x7 and benefits from the Tivoli software's ability to run unassisted – staff size has not been increased to support the new solution.

Meanwhile, a leading credit card company in Korea enhanced the security of its infrastructure, increased employee productivity and reduced costs through the SSO capabilities of the Tivoli solution. The software speeds user access to the company's non-integrated applications, making the system easier to negotiate and leading to a reduction in the number of calls to the help desk. Further, with the flexible, automated and transparent security layer in place, the company can confidently and easily adapt and expand applications.

An Australian bank reported significant benefits from a new portal initiative secured by the Tivoli software. Users can now launch different functions without having to reauthenticate, and help desk requests for password issues have been reduced. The bank is now able to reuse functionality to create new sites. For example, a portal application created in one country for tracking Basel II regulation-related operational risk was successfully reused across other divisions around the world.

By implementing Tivoli Identity and Access Assurance, a European banking group reduced development time for its Web applications by an average of six months.

Also in Australia, a government agency implemented a new portal to expose services, improving customer service and data delivery. And Tivoli software provides security and single-sign-on for the new portal, allowing users to access all applications once they have entered just a single password.

By implementing Tivoli Identity and Access Assurance, a European banking group reduced development time for its Web applications by an average of six months, bringing new applications with more consistent security to market faster than ever before and requiring fewer resources to maintain. The solution also improved customer satisfaction, as users navigate only one authentication mechanism to access all of the applications. And a European product manufacturer and distributor reduced the development expenses for new Web applications using the Tivoli solution. The company no longer needs to implement application-specific access management, since the Tivoli solution provides a centralized security service.

In addition, a commercial truck distributor found that the Tivoli software's central access management capabilities reduced development expenses and accelerated time-to-value for new Web applications by eliminating the need to implement access management and security mechanisms for each application.

Since the time a U.S. state agency introduced a new portal secured by Tivoli software, the average daily volume of traffic has increased more than tenfold. With citizens and businesses finding answers to their queries via the portal instead of by mail or phone calls, the state has enjoyed improved employee productivity and cost savings on mailing materials.

With the Tivoli solution, a European university provides secure single sign-on access to all of its students, delivering a customized view of their resources, including integration with the virtual learning environment.

An Asian bank also implemented a new portal that helps improve communication and promote knowledge and information sharing. Secured by Tivoli software, the portal can be leveraged as an entrance to access every operation from a single site location. It has also reduced operation workloads.

With the Tivoli solution, a European university provides secure SSO access to all of its students, delivering a customized view of their resources, including integration with the virtual learning environment.

A Canadian agri-business implemented a new portal environment that provides customers and business partners with Web-based access to its application environment. This approach streamlines business operations and provides faster turnaround to customers. The organization was impressed that only IBM could provide the entire solution.

Reducing access management administration

The self-service capabilities of Tivoli Identity and Access Assurance can enhance the user experience by allowing users to manage their own accounts. Help desk costs can also be reduced with flexible SSO to applications and self-service password reset. For example, a South American bank implemented the solution and cut password-related calls to the help desk by 35 percent. The solution enabled the company to reduce the number of passwords each user needed from seven to one. And an organization in the specialty materials industry achieved US$190,000 in savings in the first year alone by reducing the number of help desk calls associated with password resets.

Highlights

Using the Tivoli software, a European pension fund administrator simplified access processes for users, resulting in a 25 percent reduction in helpdesk costs related to password management.

Tivoli Identity and Access Assurance can also detect and respond to password-related events to automate password management tasks. For example, using the Tivoli software, a European pension fund administrator simplified access processes for users, resulting in a 25 percent reduction in help desk costs related to password management. The new solution also enables the company to complete full audits to ensure compliance with internal and governmental IT security standards. A school district in the U.S. was also able to reduce help desk calls for password resets, as well as improving auditability and accountability.

With the implementation of Tivoli security, the user-management environment at a bank in Spain has become more adaptive, proactive, and responsive. The bank has reduced user-management costs and has enabled its IT staff to concentrate on other functions.

A Canadian communications organization related that the IBM solution helped lower its operational costs while also enabling secure collaboration with internal and external users with controlled and secure access to information, applications and assets.

The Tivoli solution enabled a European manufacturer to be more productive, cut overhead costs and increase security. The central Web access management solution simplifies account administration and enables the company to rely on fewer administration staff to manage and monitor user access. And a sporting goods retailer is excited about the flexibility that the Tivoli solution provides not only for SSO, but also to support federated identities across multiple organizations.

User compliance auditing

Tivoli Identity and Access Assurance solutions can help you provide the right access to the right users in a timely manner, and then close the loop with user compliance auditing. It uses W7 methodology to translate native log data into easily understood language that states Who, did What, When, Where, Where from, Where to, and on What. It closes the loop with compliance support by summarizing this information on a security compliance dashboard, helping to ensure that the right level of security is in place.
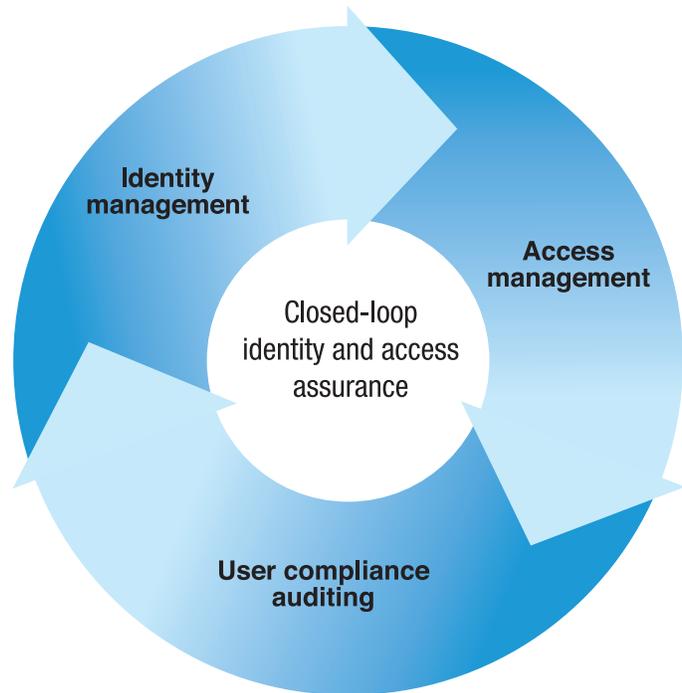
Tivoli Identity and Access Assurance provides closed-loop identity and access management with user compliance.

One European airport implemented Tivoli Identity and Access Assurance in order to facilitate compliance with international rules and laws. The organization is able to detect and deter unauthorized actions within its IT network, and analyze, evaluate and take action on user activity. Utilizing extensive reporting functionality, management has a much better overview of daily activity in its network.

A global clothing manufacturer also found Tivoli software to be instrumental in ensuring that it achieved Sarbanes-Oxley compliance. The company took advantage of the software's comprehensive reporting of account inventory and access as well as automated alerts to support compliance. Using the Tivoli security solution, a property management firm in Japan was able to establish a corporate compliance base for responding to Japan's personal information protection laws, including the Japanese version of the Sarbanes-Oxley Act (J-SOX).

In the healthcare industry, a regional medical center reported that Tivoli Identity and Access Assurance helped the organization meet HIPAA requirements. It also added significant business value. Clinical staff spend less time logging onto and off of applications, enabling them to focus on patient care. Operating costs were also reduced as a result of fewer password resets. And the solution supports the organization's leadership position in attracting doctors and other clinical staff who demand best-of-class support technologies.

A leading insurer in Europe uses the Tivoli solution to analyze, filter and respond to security incidents. This helps the organization improve its understanding of events and continue to fine-tune its security policy.

Highlights

Many healthcare organizations have automated the tracking and collating of user access, and have used the detailed reporting provided by the Tivoli solution to help address compliance requirements and HIPAA regulations.

A European land registry organization implemented the Tivoli security solution to automate collection and centralized storage of critical data from its mainframe and distributed systems. This reduces manual effort and frees up time for IT staff to focus on other competencies. The solution also enables non-specialist users to generate ad-hoc reports and queries on normalized data.

Many healthcare organizations have automated the tracking and collating of user access, and have used the detailed reporting provided by the Tivoli solution to help address compliance requirements and HIPAA regulations.

A retail consumer cooperative in Europe uses Tivoli solutions to provide automated compliance alerts for IT infrastructure roles to ensure policy compliance, and to provide comprehensive reporting of accounts and access activity to support compliance efforts.

Summary

Tivoli Identity and Access Assurance can help you manage user identities and access to resources with a centralized, automated identity and access management infrastructure and closed-loop user compliance capabilities. This solution can help you:

- *Reduce help desk costs associated with password management.*
- *Integrate new identities from mergers and acquisitions.*
- *Reduce application development costs relating to security coding.*
- *Minimize the complexity of responding to internal and external controls and regulations.*
- *Optimize productivity and costs by automating best practices for repeatable tasks.*
- *Enable IT staff to focus on higher-value activities.*
- *Provide the agility needed to capitalize on new business opportunities by removing barriers to innovation.*

IBM Tivoli Identity and Access Assurance can help organizations realize business value by improving service, reducing costs and complexity, and supporting compliance efforts. IBM helps organizations address short-term requirements while positioning for long-term growth.

For more information

To learn more about Tivoli Identity and Access Assurance, contact your IBM representative or IBM Business Partner, or visit **ibm.com**/tivoli/security.

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