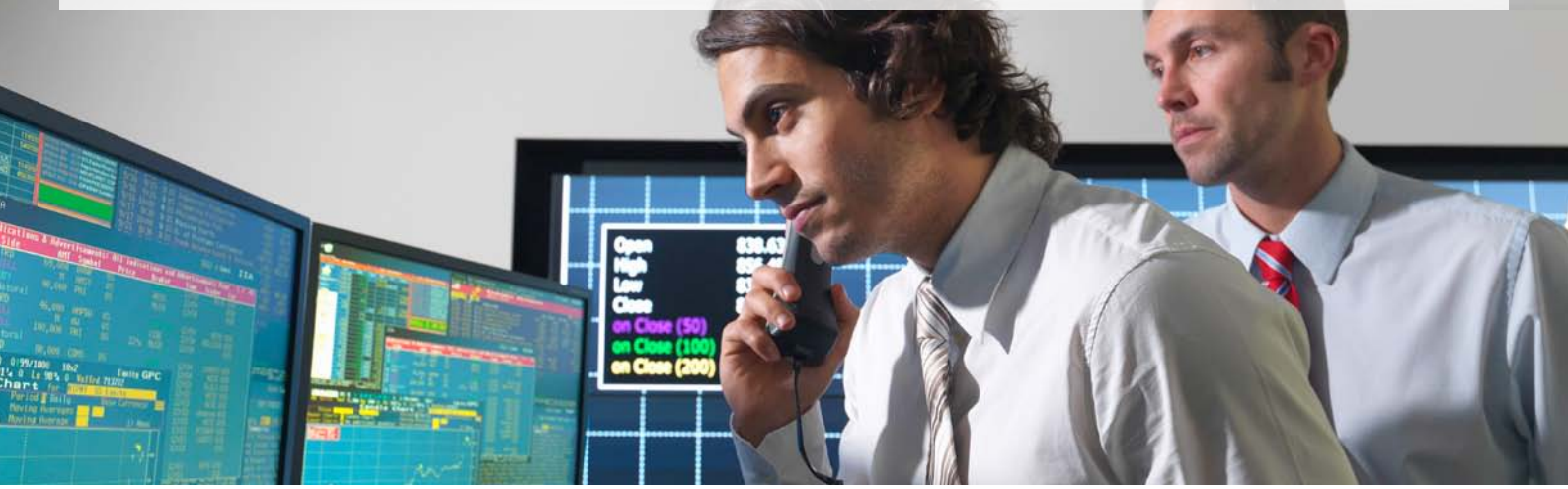
SAP NetWeaver® ID Management for Non-SAP Applications in Telecommunications

Centralized Security Management Across Applications and Organizations



One of Europe's largest telecommunications companies needs only three IT staff to manage more than 35,000 user identities. These identities are distributed across some 160 separate companies, including subsidiaries and vendors. Drawing on the SAP NetWeaver® Identity Management (SAP NetWeaver ID Management) component, the telecommunications company provides users with fast and secure access to a vast array of non-SAP applications.

ABOUT SAP NETWEAVER IDENTITY MANAGEMENT

In large organizations, bringing consistency to the management of user identities presents numerous challenges. Identity management typically needs to span applications from multiple vendors deployed in a complex, ever-changing IT environment. Especially in these heterogeneous software landscapes, the SAP NetWeaver ID Management component eases user provisioning dramatically. With it, organizations can grant and manage user access to diverse applications securely and efficiently, in alignment with business processes, and in accordance with audit and compliance requirements. To save time and to eliminate double effort, existing user access and identity management applications can be integrated with SAP NetWeaver ID Management.

ABOUT THE CUSTOMER

The customer ranks among Europe's leading telecommunications companies. Its offering includes fixed telephony, mobile telephony, mobile Internet, IT services, networking solutions, and digital TV. The offering relies on a business ecosystem that spans multiple organizations. In this ecosystem, internal business units collaborate closely with subsidiaries, hardware and software vendors, independent service providers, and sales partners.

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SAP®

KOGIT Smart Identity Management

Secure Access to a Multivendor Application Environment

Due to the nature of the telecommunications business, the customer needs to embrace constant change. Without an adaptive network of competent business partners, the company would be hard-pressed to stay at the top of the game. Seamless collaboration of the company's internal organizations with external business partners is key to the company's sustained success in an ever-changing market.

Collaboration in the customer's business ecosystem involves sharing data and applications within and across corporate boundaries. How does the customer enforce effective identity and access control in such an ecosystem? By defining identities and associated access rights strictly in line with the roles and responsibilities assigned to each user. These are assigned based on business context or the physical location where the user logs in.

SAP NetWeaver ID Management is the customer's software of choice for centralized identity and access management across applications and organizations. The software was designed to support a complex access matrix based on the individual, role, application (regardless of vendor), and context. It also supports the customer in integrating existing access and identity control software from other vendors. This flexibility enables the customer to quickly and efficiently add organizations – complete with their existing application landscapes – to its business ecosystem.

PREMIER ID MANAGEMENT FOR A LARGE AND COMPLEX ENVIRONMENT

The customer and its partners rely on a wide range of non-SAP applications. These include human resources management and sales order management applications, a Lightweight Directory Access Protocol (LDAP)–based corporate directory, an asset database, a trouble ticket system, a virtual private network (VPN), and secure shell (SSH) key management. The list of applications extends to Microsoft Active Directory, Sun Java System Access Manager, and Samba (a free software suite for UNIX systems). For physical access control, the company deploys a commercial application that uses smart cards and associated card readers.

In total, some 70 applications are currently deployed in the customer's business ecosystem. The customer confirms that SAP NetWeaver ID Management has proved its worth in managing user identities and access for them all – not just as separate applications but as a heterogeneous, consolidated software landscape.

Today, SAP NetWeaver ID Management serves the company's administrators and end users as the central Web application for requesting, granting, and managing user IDs. Thanks to a large degree of automation, only three IT people are needed to manage some 35,000 identities for 160 companies and more than 4,000 organizational units.

SAP NetWeaver ID Management was staged on an "acceptance system" – a copy of the customer's production environment. The cutover to SAP NetWeaver ID Management from the customer's previous identity management system took less than half a working day.

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Cost-Effective and Secure User Provisioning

The customer chose SAP NetWeaver ID Management because the software brings it all together: it grants the right people with the right identities fast and secure access to the right application, database, network, or building in the right business context.

SAP NetWeaver ID Management automatically provisions users with the appropriate business roles. It supports user self-service and approval workflows in line with the customer's security policies. It also provides the scalability the customer needs for the secure expansion of its application landscape.

SMOOTH IMPLEMENTATION AND RAPID ROLLOUT

The customer commissioned KOGIT GmbH with the implementation of SAP NetWeaver ID Management. KOGIT is a consulting company that specializes in identity and access management solutions. SAP NetWeaver ID Management was staged on an "acceptance system," which was a copy of the customer's production environment. The cutover from the customer's previous identity management system to SAP NetWeaver ID Management took less than half a working day.

During the migration of data from the customer's previous solution to SAP NetWeaver ID Management, KOGIT subjected all user-related entries to a plausibility check. At the same time, KOGIT deployed a proprietary software tool to track any Structured Query Language (SQL) changes.

CONVENIENT, SECURE, AND COST-EFFECTIVE USER PROVISIONING

SAP NetWeaver ID Management has enabled the customer to define and implement uniform administration processes for roles and access permissions. These uniform processes have made user provisioning more convenient, more cost-effective, and more secure for the customer.

To simplify identity management, SAP NetWeaver ID Management associates each user ID with one or more roles and business contexts. The user thus acquires access to all the software and permissions associated with his or her assigned roles and business contexts. This approach supports the customer in bringing its security policies in line with its business models. It also dramatically reduces the number of roles required for the customer's business ecosystem.

KOGIT customized the graphical user interface of SAP NetWeaver ID Management in line with the customer's workflow requirements. However, the customized graphical user interface developed by KOGIT did not involve any changes to the underlying code of the SAP NetWeaver ID Management component.

READY FOR NEW OPPORTUNITIES

Today, the customer has an intuitive, Web-based front end at its disposal that facilitates the addition of new user identities as well as changes to existing identity settings. The customer underscores that it is very easy for administrators to add, replace, or remove applications in SAP NetWeaver ID Management.

In terms of user provisioning, the customer is in good shape for embracing innovative service delivery models such as cloud-based data services.

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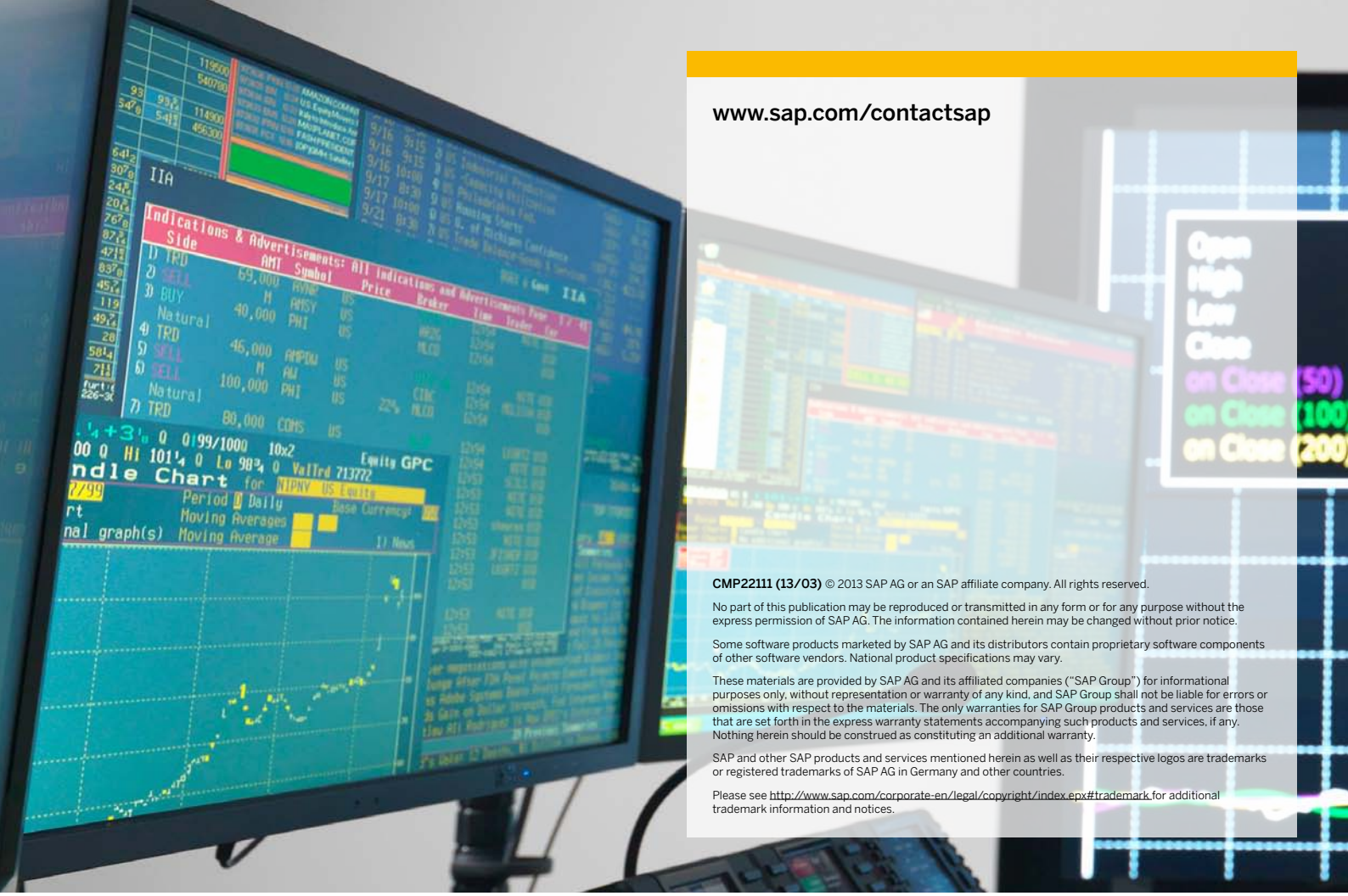

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