

AUTO-PARTS MANUFACTURER

Password Management Case Study

Background

Core Security's customer is the premier global provider of commercial duty automatic transmissions and hybrid propulsion systems. The company delivers products to over 250 of the world's leading vehicle manufacturers such as heavy equipment manufacturers of everything from garbage trucks and city transit buses to military tanks and dump trucks, as well as a line of electric drives for use primarily on buses and shuttles, and the remanufacture of automatic transmissions for the commercial replacement aftermarket. For the consumer market, the company builds transmission for a leading U.S. auto manufacturer. The company employs approximately 2,700 people in the United States, and has a global presence in 80 countries, including over 1,500 distributor and dealer locations.

The Challenge

In 2007, the customer's parent company sold the customer company to a private equity group, instigating the need to decouple itself and all IT operations from the parent company. This would require the implementation of all new enterprise applications. With regards to Identity and Access Management, the customer's primary business driver was to implement self-service password reset and automated user provisioning by the established deadline to avoid monetary penalties from the parent company.

Based on this deadline, there was tremendous pressure to meet the go-live date. Nevertheless, the customer saw this as an opportunity to improve business process operations and streamline user provisioning. Not only did the customer need to re-evaluate its processes, but it needed to replace paper forms with a fully-automated solution. The new solution would lay the foundation for further process automation, improved compliance and role-based provisioning. This will eventually enable business owners to maintain policy rather than security administrators.

Overview

With Core Security's Identity Governance & Administration solution, the customer:

- + Successfully implemented self-service password reset and automated user provisioning within a 6-month, deadline-driven timeframe.
- + Achieved automated routine access removal for terminated employees.
- + Improved efficiency and user productivity through elimination of paper form processing.

The Approach

To address their business needs, the company selected the Core Security's IGA solution based on its proven ability to streamline business operations and enhance productivity at a lower total cost of ownership than other solutions. For self-service password reset, the company implemented Password Management.

The company also implemented Provisioning for user provisioning. Automated tasks include lights out provisioning actions against the new SunOne LDAP that originate from the new SAP HCM. The Core Security solution was designed and developed alongside the new LDAP and HCM systems in order to support workflow event provisioning for twenty-five additional applications and hundreds of Lotus Notes database and AD group memberships.

Next, the company plans to expand its password management capabilities by implementing transparent password synchronization, which will further improve user productivity and reduce password reset calls to the help desk.