Case Study

ORSUS

Identity Access and Governance (IAG)

ABOUT THE CUSTOMER

An online travel company that provides memorable experiences to millions of travellers with affordable transportation options, and a variety of places to stay – from homes to hotels, and much more. The company enables properties across the globe to reach a global audience and grow their business.

CHALLENGES

The company has a home-grown application to manage user authorization. The application is a central platform for managing user authorization based on policy definitions. The application was used to manage authorization requests to the other in-house-built applications.

The company needed to integrate other market-leading business-critical commercial-off-the-shelf applications to the authorization tool to standardize the authorization controls across the organization.

OBJECTIVES

The company wanted to expand the scope of the authorization tool to other vendor applications such as Active Directory, LDAP, Okta, and more. The authorization tool, based on the configured policies, needed a way to push the user entitlements downstream into these applications.

To achieve this, they were looking for a solution combined with a connector framework to automate the entitlement provisioning requests between the authorization tool and vendor applications.

SOLUTION OVERVIEW

- Deployed ORSUS™ Identity Access and Governance (IAG) solution

- Streamlined the integration between the authorization tool & vendor applications.

- ORSUS IAG provisions user entitlements into the managed applications.

- ORSUS IAG supports pre-built automated connectors to process the provisioning request.

- ISSQUARED® built ticketing connectors for applications that do not support any user management APIs.

- Enabled reconciliation to synchronize accounts, groups and group membership data.

- Supported manual reconciliation via pre-defined templates.

ISSQUARED

SOLUTION

After reviewing the requirements of the company, ISSQUARED® proposed to deploy its ORSUS™ Identity Access & Governance (IAG) solution to simplify and streamline the integration between the authorization tool and other vendor applications.

Rather than building connectors, the ISSQUARED® team suggested using pre-built connectors of ORSUS IAG that facilitate the provisioning transactions of user entitlements into the managed applications.

The authorization tool hands over the entitlement provisioning requests to ORSUS, and ORSUS in turn pushes these requests to the other vendor applications through its connector framework.

The connectors could either be direct connectors to automate the provisioning transactions or could generate tickets to application administrators for applications that don't have support for automation.

If an application supports user/group management APIs, then the provisioning requests will be automatically processed by ORSUS via an Automated Connector. ISSQUARED® team has also built ticketing connectors for applications that do not support any user management APIs. In such a case, ORSUS IAG will open a ticket in the ticketing platform of the company. And then, as a manual fulfilment of the request, it will be routed to the appropriate application administrator(s).

ORSUS IAG reconciles accounts, groups and group membership data across the vendor applications it manages through automated reconcile schedules within the connectors. The manual connectors require application administrators to provide the information of changes made to accounts and groups in predefined templates, which will then be reconciled by ORSUS.

The automation considers the authorization tool to be the source of truth for user and group objects managed by the tool and overwrites any membership changes made to these managed accounts and groups outside of this process.
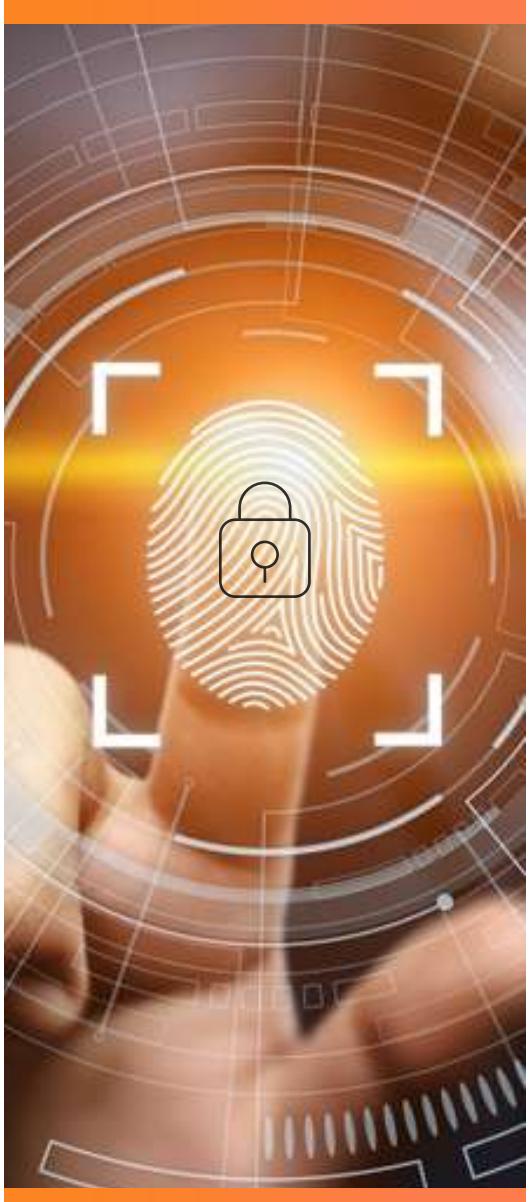
KEY BENEFITS

The authorization tool is a business application developed and managed by the company, hosted on-premise in its IT environment. The application enables the definition of policies to manage user entitlements, these policies are assigned to users either automatically using attribute filters or manually assigned using a request-based process.

- ORSUS™ IAG has provided a connector framework that enables the authorization tool to manage entitlements on the application endpoints.

- ISSQUARED® has provided ticketing connectors for applications that do not support any user management APIs.

- ORSUS IAG reconciles accounts, groups and group membership data across the vendor applications.

- ORSUS™ IAG has simplified and streamlined the integration between the authorization tool and vendor applications.

- ORSUS IAG User Connector syncs the user details from the authorization tool into ORSUS.

- ORSUS IAG Group Connector syncs group membership details from the authorization tool into ORSUS, ORSUS IAG then pushes this further downstream into the associated applications using the appropriate application connector.

Future Plans:
We are focussing on the SOX critical applications but the customer wants to expand it to other types of applications also like privacy.
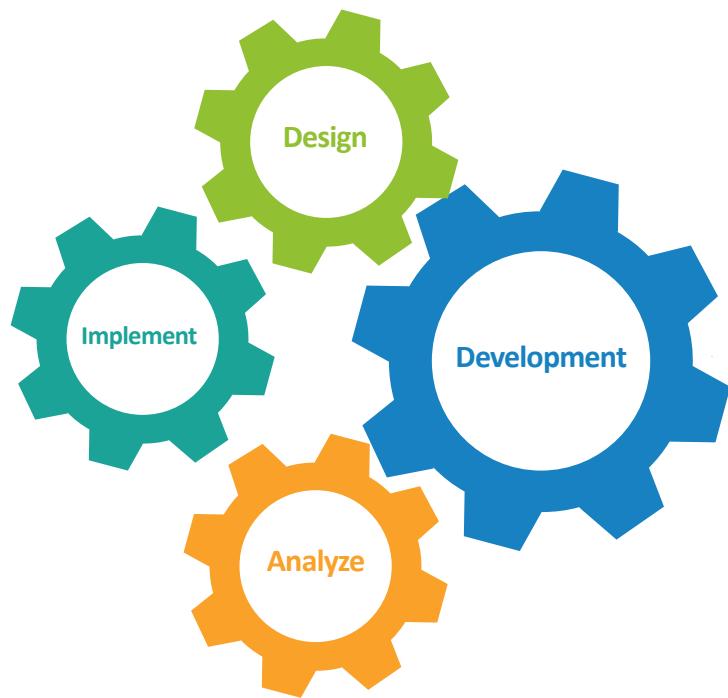
ISSQUARED®

ISSQUARED® is one of the leading providers of end-to-end IT technology solutions, delivering fine-tuned services across IT Security, Cloud, Infrastructure, Unified Communications, Industrial Operational Technologies and other solution areas. For many years, ISSQUARED® has been helping several Fortune 500 organizations and delivered several multi-million-dollar projects. Our proven expertise takes our clients through a seamless digital and security transformation, resulting in rapid business benefits and positions them for future success.

ISSQUARED® is headquartered in Westlake Village, California, US. It offers global delivery capabilities with its presence across the UK, Ireland, the Middle East, India, Singapore and other parts of the US too.

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