

# Vicom Identity Access Management Efficiency

Ensuring that people within an organization have access and permissions to only the resources, data and systems that they need for their jobs/roles is a challenge today. This is particularly true within financial institutions that have very strict compliance regulations, both internal and regulatory. By not having efficient and comprehensive Identity and Access Management (IAM) solutions, organizations not only put themselves at risk from a security and compliance perspective, but create operationally inefficient environments that can be difficult to manage. Many organizations have IAM solutions—including Privileged Identity Management (PIM) and Single Sign On (SSO)—in place but often are not implemented and maintained correctly nor integrated properly into systems, applications and directory services. When a large financial institution was having challenges with their IAM solution, they turned to Vicom for help.

## Solution Highlights

- Analysis of existing IAM environment and make recommendations
- New PIM and SSO solution that includes smartcards and smartcard readers for all end users
- Complete design and implementation services
- Knowledge transfer and documentation to ensure ongoing maintenance and management
- Centrally managed solution for all aspects of IAM across users, applications and systems

## The Challenge of IAM Integration

The firm operates worldwide and had to ensure that its IAM strategy within the United States was consistent with the strategy of the company's home office abroad. The organization had PIM and SSO solutions in place, but these solutions were not well implemented or well maintained. This forced users and departments to find alternative means to get their jobs done, usually by bypassing the solution and the 'staleness' of the environment. In addition, when personnel would leave the company, it was very difficult to remove their administrative rights and permissions, as well as getting confirmation that these permissions were in fact removed.

**Solution** Vicom performed an analysis of the current environment goals and designed and implemented a new SSO solution, with new smartcards and smartcard readers to help with dual factor authentication for all of their users, applications, systems, and resources, including building access. This solution provided one central location to manage users and permissions throughout the US branch, while also falling under the required consistency from the home office abroad. Users now have access and permissions needed for easy onboarding or removal, creating a reduction of the number of help desk tickets that stemmed from access issues and mitigating risk with certain confirmation of employee or contractor permission removal. This has allowed the firm to remain in compliance and provide a more operationally efficient environment for their IT department to manage.