

Global Organization Cuts Migration Time from **78 Hours** to **40 Minutes**

Case Study



Overview

Efficiently moving to a Microsoft security solution

A reputed American organization, with global operations in the field of alternative dispute resolution, wanted to efficiently migrate to a tailored Microsoft security solution.

Zensar's brief:

- Enable automation-driven migration to save time and effort.
- Deploy customizations to the out-of-the-box Azure AD security solution to accommodate the organization's policy preferences.
- Enhance user experience by bypassing limitations and modifying authentication options.

Beyond the brief:

We integrated the single sign-on (SSO) authentication scheme with a third-party learning application and enabled additional features, working in collaboration with the client and the application provider.



Challenges

Executing multiple customizations

The IT department needed help to execute multiple customizations to the Microsoft security solution, so that it's aligned with the organization's policy mandates:

- Skip only secondary authentication, rather than skipping both primary and secondary authentication.
- Bypass the limitation of using the multi-factor authentication (MFA) email address for the self-reset password process.
- Do away with the need for reauthentication to access MFA functionalities in the "My profile" section.



Solution

Tailored Azure AD security solution

As our client's technology partner, we collaborated with the client's team every step of the way to deliver an automation-driven migration solution with multiple customizations:

[A] MFA condition

- **Requirement:** Retain primary authentication while skipping secondary authentication (MFA) for 30 days after complete authentication.
- **Complication:** Microsoft features such as "Remember Me" skipped both primary and secondary authentication.
- **Resolution:** After considering security recommendations, we successfully implemented MFA with IP-based conditions, where we customized the system to skip MFA if the user is from the same IP address as the last time and within a period of 30 days.

[B] Forgot-password email

- **Requirement:** Retrieve the email address automatically from the system and send the code to reset the password.
- **Complication:** Microsoft allowed the self-reset password to be sent only to the MFA email address. But as per the client's system design, the MFA email address cannot be used for password resetting as it would affect the MFA sign-in process.
- **Resolution:** We worked at the schema level and used the "Other Mail" attribute from the user profile in Azure AD to store the contact email address of the user and retrieve the attribute automatically to send the code.

[C] MFA app/device options

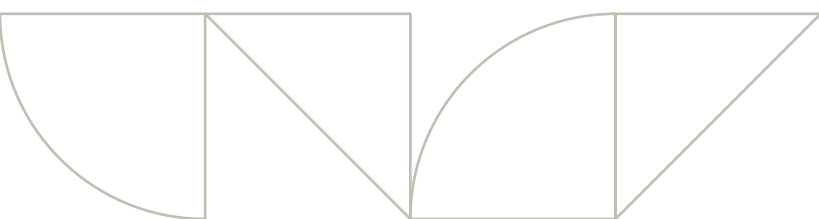
- **Requirement:** Enable the option to use either the Authenticator app or the phone for MFA.
- **Complication:** Microsoft does not offer this flexibility.
- **Resolution:** We customized the code to combine both the options.

[D] Reauthentication to access additional features

- **Requirement:** Seamless access to additional MFA functionalities such as "Edit MFA phone number" and "Password Reset" in the "My profile" section, after the user has signed into the account.
- **Complication:** Microsoft requires the user to reauthenticate to use the additional functionalities.
- **Resolution:** After extensive analysis, we devised a solution to skip reauthentication through code changes.

[E] Third-party integration

- **Requirement:** Integrate the SSO authentication scheme with a third-party learning application, with additional elements enabled.
- **Complication:** Changes had to be made at the code level, which required coordination with the application provider.
- **Resolution:** Working closely with the application provider, we customized the code to enable successful integration.





Impact

Enhanced experience with much less time and effort

- Automated the migration of 90,000+ users from Oracle to Azure AD B2C.
- Enabled multiple customizations to accommodate the client's policy preferences.
- Integrated the SSO authentication scheme with a third-party learning application, with additional features enabled.

Business outcomes: The solution helped cut migration time from **78 hours to 40 minutes by reducing 95% of the manual effort** involved and enhanced user experience by simplifying authentication processes.

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