



US-based Biotechnology Company Collaborates with Zensar to Secure its Identity and Access

 **Case study**



Client

The client is a US-based multinational biotechnology company. With the increasing number of employees and workflows within the organization, the client was facing issues related to access management. Tedious routine tasks consumed much manual effort, resulting in a cumbersome access lifecycle management process. The client's focus was to revamp its existing identity and access management (IAM) infrastructure and automate the access lifecycle management resulting in easier onboarding and access provisioning. The existing client infrastructure consisted of some legacy tools such as AD 2008, Dell Identity Manager, and RSA.



Challenges

- IAM infrastructure issues related to ownership of 200+ unowned ticketing groups, documentation alignment, and unavailability of custom scripts to extract reports for audit board review
- Integration issues with ServiceNow and access management tools for unsupported transport layer security version prevented new user access provisioning
- Delay in change implementation due to manual work and processes
- User profiles not being updated from the access management system to the active directory (AD), resulting in activation failure
- Designing issues in the AD and lightweight directory access protocol (LDAP) infrastructure and replication caused inconsistencies





Solutions

With our IAM expertise, we worked on an elaborate project for three and a half years that helped the client revamp its entire IAM infrastructure, including services such as AD re-engineering, single sign-on (SSO) enablement, and onboarding applications to IAM. We completed due diligence and thoroughly tested and validated the new changes for enhancing the infrastructure.

The key activities performed by us for the client Include:

- AD re-engineering and upgrading legacy AD to 2016 infrastructure and HA LDAPS infrastructure using an F5 load balancer
- Migration of over 500 apps from legacy AD to new AD 2016 and HA LDAPS with zero downtime
- Deployment of Okta for single sign-on (SSO), migrating over 400 apps to Okta, and onboarding 200 applications to the IAM tool
- Implementation of regulatory workflows to ensure compliance
- Implementation of workflows adhering to the organization's policies for user onboarding and access provisioning
- Creation of a new pre-approved change request template to reduce manual effort by 50% and expedite change implementation
- Designing new scripts to automate access lifecycle management
- Documentation of the change process and creating new test scripts to validate the changes made into the system
- Proactively performing cleanup activities to align owners to unowned ticketing groups to increase data accuracy

- Performing end-to-end testing between ticketing tool and access management system during the system upgrade
- Setup of multiple birthright access for a smooth onboarding process

In addition to the above support during the implementation phase, we also helped the client fine-tune the process and workflows. New test scripts supported this fine-tuning to validate the changes made into the system. Moreover, we created process documentation to ensure a smooth transition.



Business Impact:



Transitioned 733 full-time equivalent (FTE) employees and 1,291 non-employees successfully with zero downtime



Reduced manual efforts by 50%, thereby optimizing the project spend

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