

/Customer Story

This client is at the center of the country's payments system, including functions such as inter-bank clearing and settlement.

["Understanding the client's strategy and current landscape was key in defining the IAM roadmap as well executing it accordingly. The roadmap ensured that we stayed away from a big bang approach but took small risk based steps towards achieving the IAM objectives"]

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/The Problem

This client engaged I'Curity Solutions through their partnership with CA Southern Africa to deliver an identity and access management solution to address both their enterprise and customer pain points and enable them for digital transformation and future digital growth. Payments and transactions are the utility's lifeblood and the utility understood the need for modernization in the payments landscape, hence the need for strong security solutions. The client used an in-house bespoke solution which was not robust and scalable enough to support the organizations digital transformation strategy, which requires use of more open standards to ensure secure seamless integration and collaboration with partners.

The IAM pain points included but not limited to the following:

- Existence of multitude disparate user repositories
- In-house built bespoke IAM solution not scalable enough
- No enterprise-wide consolidated single view of a user's access
- Identity and Access Management Operational efficiency
- The need to ensure environment secure, stability & reliability
- Ensure that the solution met the client's future needs

/The solution

What did it take to get the customer to start moving? I'Curity played a critical role to ensure the objectives of the project were realized. The involvement included:

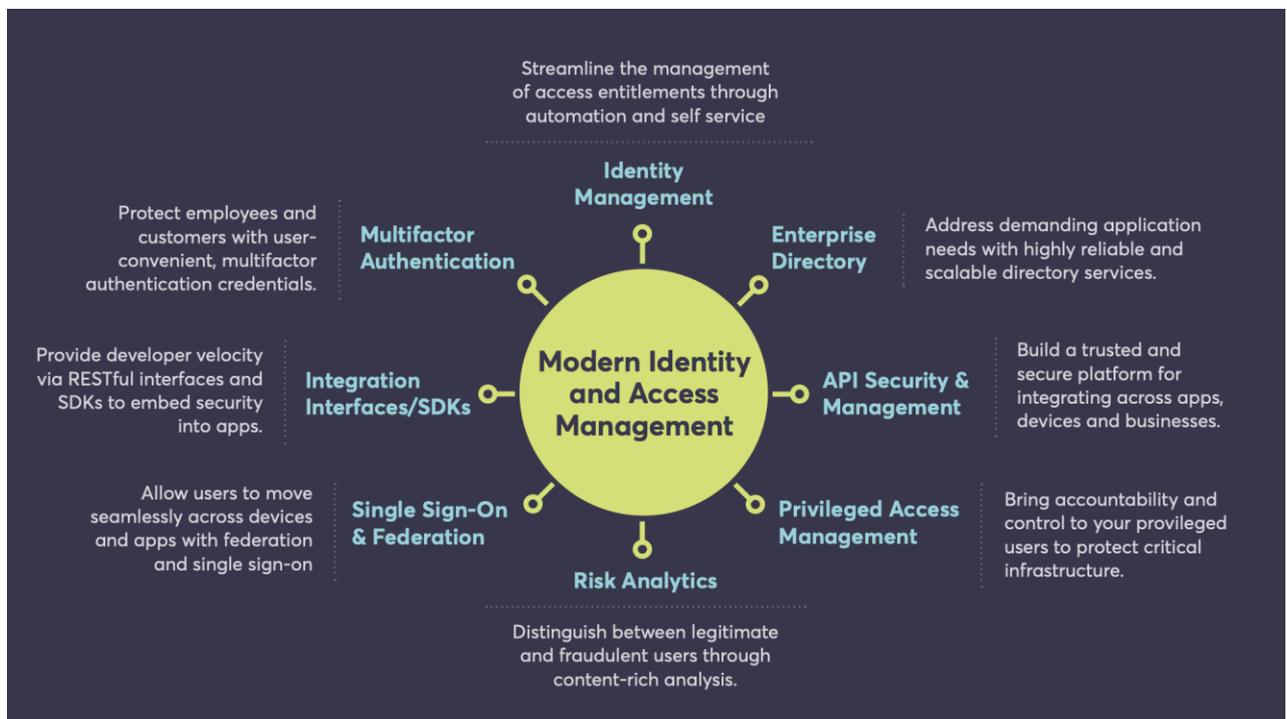
- Guidance, with our experience we guided the customer to understanding the strategy, why IAM was key and set up a realistic maturity roadmap
- Designed a highly available robust and scalable identity access management solution platform
 - Implemented LDAP directory as the central user repository for all the identity data
 - Implemented identity management component used to manage all the identities including approval workflow, connectors to applications, business rules to meet the defined business processes
- The solution included identity governance for access reviews or user access attestations, which can be scheduled and run as and when desired by the customer to meet their compliance requirements. To ensure users have only the access they need to do their job and nothing more (Least privilege principle)
- User experience was key to the solution as it adds to the Customer experience management (CEM or CXM), the implemented access portal provides one central place and easy to navigate for users to perform self-service tasks, access requests, access approvals and also offers central access point to access applications called the app launcher.
- Single Sign-On was implemented to add security and improve user experience when interacting with the application and bank's services. It is used to provide single sign on capability to a plethora of application user by both enterprise users and partners

- Exposing services including APIs to external parties comes with additional risks which includes but not limited to The Top 10 OWASP vulnerabilities. We implemented the API Gateway to provide security to the exposed APIs as well as all the web applications exposed externally including the website.

/The Platform

The client selected the CA IAM suite of products to deliver identity capabilities to support their business strategy for its enterprise and customer online services. The following products were deployed:

- CA LDAP Directory
- CA Identity Manager (IM)
- CA Identity Governance (IDG)
- CA Identity Portal (IP)
- CA Single Sign-On (CA SSO)
- CA API Gateway
- CA Privilege Account Management (PAM)



Source: <https://www.ca.com/content/dam/ca/us/files/ebook/modern-identity-and-access-management.pdf>