Case Study: Enhancing Identity and Access Governance in the Manufacturing Sector with RAC/M Identity™

Context

Our client is a leading actor in the pulp and paper manufacturing industry, with a vast presence across the United States and Canada. With tens of thousands of employees distributed over a hundred sites, managing identity and access governance had become a complex challenge. Traditional manual processes for access requests were not only time-consuming but also led to delays, inconsistencies, compliance issues, security risks, and increased operational costs.

Challenges

Complex identity landscape

With a diverse workforce spread across numerous locations, managing employee identities and their associated access rights had become intricate and prone to errors.

Hybrid technology landscape

The existing IT infrastructure is highly heterogeneous, relying heavily on legacy mainframe and minicomputer technology as well as on classic, on-premises, applications, while in the process of transitioning to a modern, SaaS based, IT architecture.

Manual access requests

The existing manual access request process was labor-intensive, causing delays in granting or revoking access, which affected employee productivity and compliance.

Security risks

Inconsistent identity and access management practices raised security concerns, as improper access to sensitive systems and data increased the risk of data breaches and insider threats.

Operational costs

The inefficiency of manual processes resulted in increased operational costs due to the need for extensive IT involvement and a lack of streamlined processes.

Compliance issues

With no formal access model, approval workflows and access review processes, it was nearly impossible to ensure compliance with company policies, as well as to legal and regulatory requirements.

The solution: RAC/M Identity™

Our client chose RAC/M Identity as the best Identity Governance and Administration (IGA) solution to meet their identity and access governance challenges. The deployment aimed to streamline access request processes, enforce consistent access controls, and reduce operational costs through automation.

Implementing an enterprise wide, comprehensive Role-Based Access Model

To address the challenge of inconsistent access control and to streamline the access request and approval process, our client engaged with OKIOK who, acting as a strategic partner, provided a topflight team of experts with a long history of successfully delivering enhanced IAM processes in large organizations like banks and utilities.

For this client, the engagement involved designing and implementing a comprehensive, structured, role-based access model tailored to the organization's complex organizational and technical landscape.

The project involved hundreds of workshops held with representatives of each entity over a period of several months. The project was a huge success, the access model was delivered and implemented gradually, on schedule and on budget.

Defining and implementing thousands of business rules, including SOD rules

Working closely with OKIOK, our client embarked on an ambitious initiative to enhance their access governance posture. Thousands of business rules, including critical Separation of Duty (SOD) rules, were defined to ensure that access rights were granted and managed in alignment with best practices and security requirements throughout the identity lifecycle.

Critical objective: Automating over 90% of access requests operations

One of our client's critical objectives was to automate over 90% of all access requests. The goal was to reduce costs, efforts, and errors resulting from manual access management operations. By automating access requests, our client aimed to eliminate delays, enhance productivity, and improve employee satisfaction.

Automating critical identity lifecycle processes

Beyond access requests, our client also recognized the importance of automating critical identity lifecycle processes, including onboarding, role changes, and offboarding. By automating these processes, the organization aimed to minimize errors, ensure consistency, and streamline employee transitions.

Key Achievements

Cost reduction

The successful automation of over 90% of access requests resulted in significant cost savings by reducing manual efforts and operational overhead.

Efficiency and productivity

The implementation of an effective role-based access model and automated access requests and identity lifecycle processes streamlined the onboarding and offboarding processes, minimizing delays and enhancing employee productivity and satisfaction.

Error and risk reduction

The combination of a role-based access model and automation also reduced the likelihood of errors in access provisioning, ensuring that employees had the appropriate access while reducing risks from over privileges.

Enhanced compliance

The streamlining of critical IAM processes, the implementation of formal approval and resolution workflows along with effective enforcement of Separation of Duty rules greatly enhance the security posture and ensure compliance with the client's governance framework.

Users quickly get access to only the IT resources that they need based on their roles and responsibilities.

Access reviews campaigns can be defined and carried out at the level of granularity and desired frequency required by the criticality of the human and workload identities, level of privileges and IT assets.

Conclusion

The partnership between our client and OKIOK, along with the capabilities of the RAC/M Identity solution successfully brought about a transformative change in identity and access governance.

By automating over 90% of access requests and critical identity lifecycle processes, our client met their strategic objective and achieved substantial benefits in terms of cost reduction, efficiency improvement along with error and risk reduction.

The combination of a partnering business relationship between the Client and OKIOK, clear strategic goals, expert leadership, and guidance, along with flexible, advanced technology led to a more secure, compliant, and operationally efficient identity and access management process.

For more information about RAC/M Identity and how it can benefit your organization, please visit our website at www.okiok.com or contact our sales team at sales@okiok.com.