

Case Study

Implementing Secure Identity and Access Management for All Users of a Leading Japanese Auto Manufacturer

Japanese multinational automotive manufacturer with an annual turnover of USD 140B, primarily focused on automobiles, motorcycles, and power products.





Challenges

- Ad-hoc processes for operational incident management, leading to unpredictable response times with higher chances of human error
- Lack of a robust single sign-on functionality for a variety of cloud-based and on-premise applications
- Inconsistent, error-prone, manual process in IBM Security Identity Governance and Intelligence (IGI) for data migration and bulk entitlements
- Need for a proven partner to manage the end to end identity and access management environment comprising 9+ technologies

LTIMindtree Solutions

Established standard operating procedures and deployment guides for all supported solutions Initiated a live transfer of incidents from Level 1 team to LTIMindtree, thereby drastically reducing mean time to respond (MTTR) Ensured
LTIMindtree SMEs
are involved in
incident audits,
optimizing root
cause analysis for
commonly
recurring
incidents

Clearly articulated single sign-on use cases with various applications Integrated cloud-based applications with just-in-time provisioning/de-provisioning

Enabled single sign-on (SSO), twoway authorization and authentication features for all cloud based applications improved efficiency using automation and automated scheduling of Cron jobs

Eliminated human interaction with the production system Enhanced security with clear logs visibility, reducing the risk of spoofing attacks and data sabotage Provided a dedicated operational support team monitoring technology as well as process and component enhancements

Increased system productivity and operational efficiency, and drastically improved overall customer experience



Business Benefits



DO LESS (Lean)

- Created customer communication templates, SOPs, and process documents to improve ITSM and IDAM operational activities
- Enhanced the customer experience by streamlining the incident management process and reduced SLA time for ticket assignment
- Reduced effort for access provisioning issues by implementing role-based access control.



DO MORE (Coverage)

- Improved security and audit processes guidelines with periodic reviews on IDAM controls and security policies
- Identified and tracked malicious behavior by retaining one million audit data records every three months for integrated applications
- Resolved a high volume of tickets related to IDAM as per the given SLA times



DO FAST (Speed)

- Integrated cloud-based and on-premise applications
- Enabled identity federation single sign-on for easy login
- Configured ~20k users for SSO in infrastructure and cloud-based applications
- Eliminated human error and enhanced operational delivery time by building single click web solution
- Significantly improved user experience
- Provided IGI bulk upload utility



DO BETTER (Value)

- Put in place a robust IDAM data migration process with improved efficiency by leveraging automation and auto-scheduling of Cron job and removing human intervention in the production system
- Built continuous research and development programs to enhance and completely automate the IAM framework and make the incident handling process seamless by leveraging chatbot applications and custom workflows
- Followed stringent security guidelines and implemented advanced IDAM security controls to secure the entire IT infrastructure
- Bolstered cyber-security resilience, encompassing a robust SOX process and strict audit standards

About LTIMindtree

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 84,000+ talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — solves the most complex business challenges and delivers transformation at scale. For more information, please visit https://www.ltimindtree.com/.