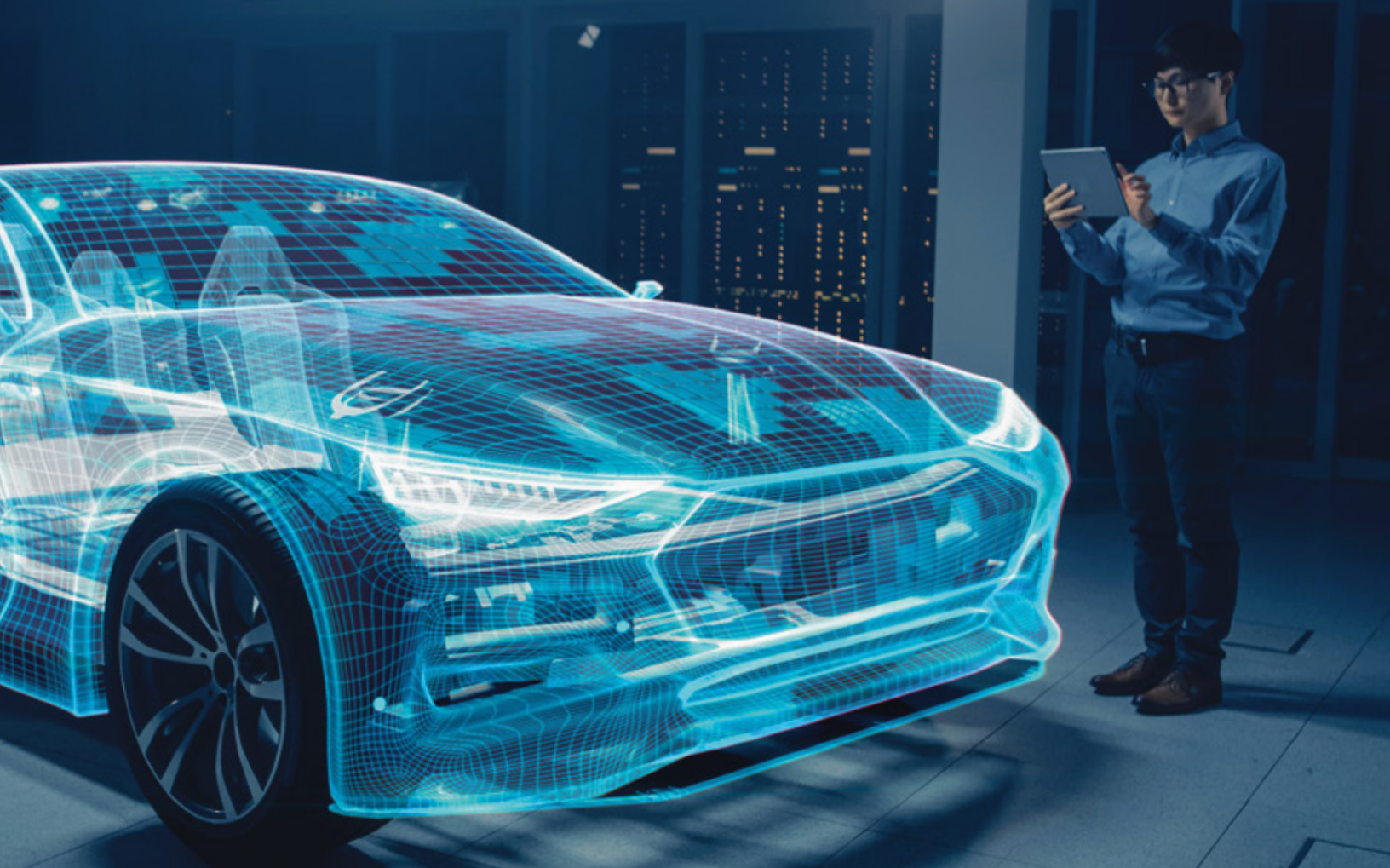




Let's Solve



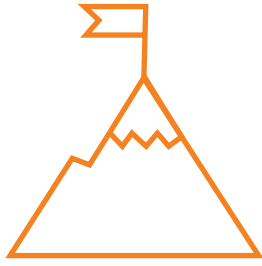
A Larsen & Toubro
Group Company



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.



Business 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

LTI Solutions

Established standard operating procedures and deployment guides for all supported solutions

Initiated a live transfer of incidents from Level 1 team to LTI, thereby drastically reducing mean time to respond (MTTR)

Ensured LTI 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), two-way 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

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