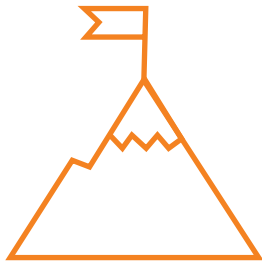## LTIMindtree

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.

![LTIMindtree logo]

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

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), 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

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/.**