Finding one IGA tool to do it all

Aflac empowers staff to accomplish more in one week than in the previous 2.5 years

Aflac®

Customer:

Aflac

Industry:

Insurance

Country:

United States

Website:

www.aflac.com

"We **accomplished more in one week** using One Identity Manager than we did in 2.5 years with our previous IAM solution."

Scottie Frost,
Director of Global Security,
Aflac

Challenge

- Consolidates IGA/IAM solutions and integrates into ERP system.
- Reduces manual processes and reliance on IT.
- Meets industry compliance standards.
- Supports business growth with reliable, scalable IAM processes.

Solution

- One Identity Manager

Accomplishing more in 1 week than in the previous 2.5 years.

Keeping pace with 1,000% increase in identity access and management needs.

Consolidating 6 Identity Governance and Administration solutions into 1.

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> Scottie Frost,
> Director of Global Security,
> Aflac

Aflac is a Fortune 500 company that provides supplemental insurance to more than 50 million people worldwide. Founded in 1955, the organization has a mission to care for their policyholders, employees and stakeholders so they can take care of what matters most to them.

Security is a top priority at Aflac, and the organization needs to ensure that the right users have the appropriate access to technology resources. Keeping pace with the business isn't easy, since the company's growth has increased identity and access management (IAM) needs by 1,000% in the last five years. Adding further complexity, Aflac meets each customer on whichever platform they prefer — whether that's on a website or mobile apps — which translates to Aflac and its subsidiaries needing to manage access rights to more than 500 applications.

Aflac lacked automation, struggled with manual processes and had a heavy reliance on development resources because none of the six Identity Governance and Administration (IGA) solutions it used could integrate with each other. "In the past, our analysts would have to clarify requests for 90% of work orders before they could fulfill them, and we view any unnecessary delay to the business as unacceptable," explains Scottie Frost, director of global security at Aflac. Not only did these disparate technologies cause provisioning delays, but they also created an overly complex architecture and made critical IGA processes incredibly difficult.

To keep pace with growth while meeting compliance standards, Aflac needed a single user-friendly IGA solution that could integrate with its HR enterprise resource planning (ERP) system and better support the business with faster provisioning and deprovisioning.

Finding the best solution and the right partner

Aflac performed a thorough assessment of the IGA solutions in the market. It explored One Identity and Immersion Technology Services, an implementation partner that specializes in IGA solutions, and requested a proof of concept for One Identity Manager. After an in-depth analysis, Aflac selected One Identity Manager for its deep ERP integration, automated provisioning and ability to overcome previous IT limitations while driving business needs.

Mitigating risk with fresh data and real-time visibility

Operating in a heavily regulated industry, Aflac reduces risk by using One Identity Manager to draw user information right from its HR ERP system. By using an IGA solution that integrates with its ERP system, Aflac improves both control and visibility of its data and ensures top-notch security.

Quickly and safely provisioning access

Aflac had high expectations for One Identity Manager, and staff members were impressed by the solution. With clearly defined roles, easy-to-build workflows and connections to the company's existing HR ERP system, Aflac can now quickly provision access. According to Frost, "We accomplished more in one week using One Identity Manager than we did in 2.5 years with our previous IAM solutions." While the company is already better able to keep up with its growth, Aflac anticipates seeing even more benefits in the future. Wes Coker, manager of security access governance and support at Aflac, shares, "We expect provisioning times to be reduced to virtually zero as we move toward self-service capabilities with One Identity Manager."

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Empowering users with a business-focused solution

Today, Aflac is helping to meet the needs of the business faster and better. "I have a solution that's driven by business needs, not IT capabilities, with One Identity Manager," Frost explains. A business-focused solution means that critical processes like IAM attestations are stress-free. Now, managers receive reports in terms that are clear to them, helping them better understand what they're attesting to. Additionally, they can log in one time and complete their attestation across multiple reviews for a single person.

With dramatic improvements across IGA and more anticipated benefits coming shortly, Aflac feels confident in One Identity Manager. "In just 10 days, I knew that we had absolutely made the right choice," Frost shares. "We're very impressed with Immersion Technology Services and One Identity Manager."

About One Identity

One Identity, a Quest Software business, helps organizations achieve an identity-centric security strategy with a uniquely broad and integrated portfolio of identity management offerings developed with a cloud-first strategy including AD account lifecycle management, identity governance and administration and privileged access management. One Identity empowers organizations to reach their full potential, unimpeded by security, yet safeguarded against threats without compromise regardless of how they choose to consume the services. One Identity and its approach is trusted by customers worldwide, where more than 5,000 organizations worldwide depend on One Identity solutions to manage more than 250 million identities, enhancing their agility and efficiency while securing access to their systems and data – on-prem, cloud or hybrid. For more information, visit http://www.oneidentity.com.