Taking back control of identity and access management

Swiss Post reduces administration workloads and tightens compliance procedures using a comprehensive identity and access management solution.

Key Facts

Company
Swiss Post

Industry
Postal services

Country
Switzerland

Employees
60,000

Website
www.post.ch/en

Challenges

Swiss Post wanted to replace its custom identity and access management solution, which was becoming increasingly complex and expensive to maintain.

Results

- Reduces workloads by automating account management

- Improves organisation's compliance thanks to better access control

- Ensures continued development with modular, integrated components

- Reduces complexity and expense of compliance procedures
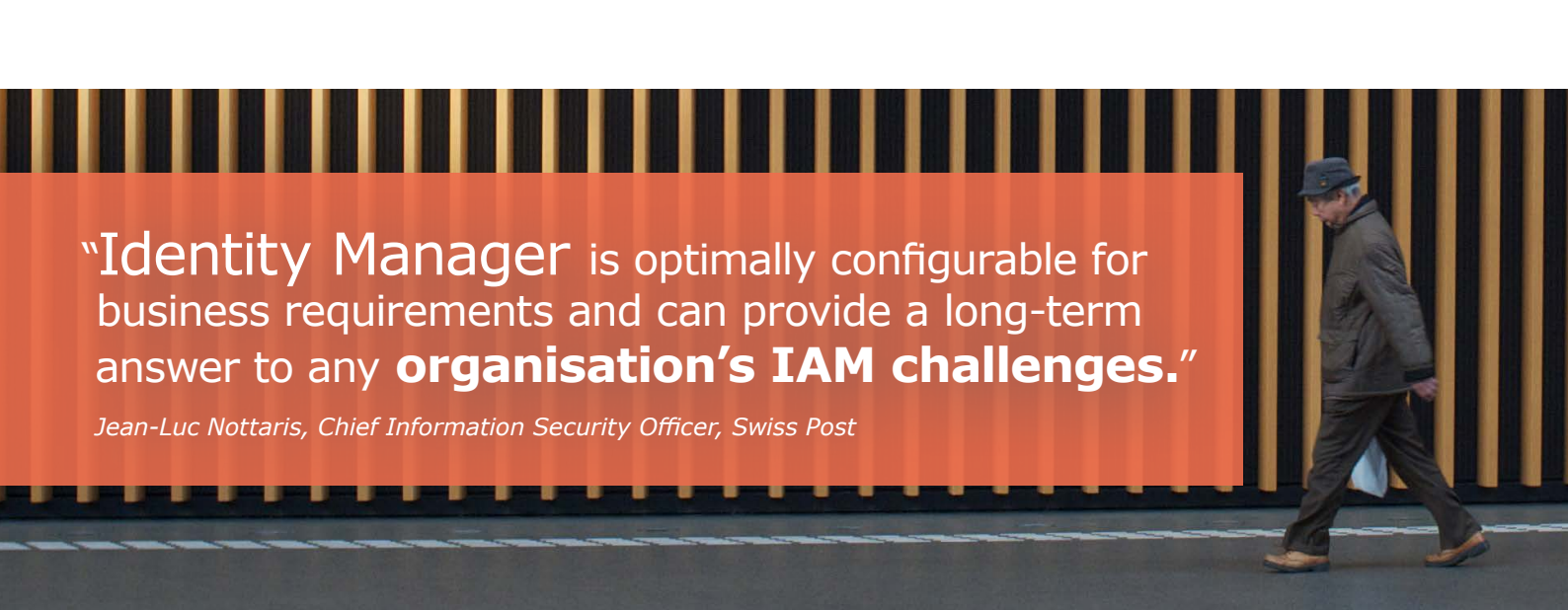
Products

Identity Manager

Identity and access management (IAM) is often a challenge for companies, with inconsistent and labour-intensive processes. For Swiss Post, the national postal service of Switzerland, IAM was a drain on resources because the organisation lacked an automated solution to manage its 100,000 Active Directory (AD) accounts.

The need for simplicity and transparency

Swiss Post used a script-based IAM solution that was no longer fit for purpose. Jean-Luc Nottaris, Chief Information Security Officer at Swiss Post, says, "It was too complex and expensive to maintain. Compared with newer IAM solutions, it was also inflexible and didn't have the transparency we needed to ensure compliance." The recommendation from an internal review was to find a replacement. "We wanted to make IAM more transparent and comprehensible. It was our goal to increase automation to make rights management more uniform," says Nottaris.

(ONE IDENTITY™

> "Identity Manager is optimally configurable for business requirements and can provide a long-term answer to any **organisation's IAM challenges.**"
>
> *Jean-Luc Nottaris, Chief Information Security Officer, Swiss Post*

A single solution for all IAM requirements

Swiss Post ran proof of concept (POC) exercises for several established IAM systems. One Identity Manager proved easy to administer and configure while being highly extensible. Swiss Post then worked with Unisys to implement Identity Manager and deploy an IAM Toolbox. The Toolbox includes processes and tools for managing entitlements through business roles as well as compliance and governance requirements.

Cuts workloads thanks to automation

Today, Swiss Post has reduced the time that administrators spend on IAM because of the high levels of automation in Identity Manager. Nottaris says, "When employees change roles within the company, their access rights can be changed in seconds using Identity Manager." Automation not only saves time, but it also eliminates the risk of errors creeping in. "Previously, our IAM processes were complex and error-prone. Now, with Identity Manager, our processes are consistent," says Nottaris.

Increases productivity among personnel

In just 12 months, Swiss Post might need to create and suspend thousands of AD accounts. Nottaris says, "It could take two or three phone calls from line managers to get a change made in AD. They don't have to do that anymore now that we have Identity Manager. They're free to focus on their work."

Improves compliance with more efficient access control

Swiss Post is better able to ensure compliance through the transparency of the One Identity product. "I'd feel less confident about compliance if we went back to our old system," says Nottaris. "With Identity Manager, we have improved governance and access control."

Supports continued development through modularity

A key reason for choosing Identity Manager was its extensibility. Comments Nottaris, "We can develop our

One Identity solution in line with the needs of the business. Identity Manager is optimally configurable for business requirements and can provide a long-term answer to any organisation's IAM challenges."

About One Identity

The One Identity family of identity and access management (IAM) solutions, offers IAM for the real world including business-centric, modular and integrated, and future-ready solutions for identity governance, access management, and privileged management.

About Unisys

Unisys is a global IT service provider specialising in business-critical solutions. From definition to implementation, Unisys supports its clients in IAM projects and provides specialists who can guarantee their success with their experience and knowledge.

Learn more: OneIdentity.com