Building a smart city starts with security

Large metropolitan area gets the security it needs to implement modern services, become a global smart-city leader and minimize costs with One Identity and EST Group

Key Facts

Company
Large U.S. city

Industry
State and Local Government

Country
United States

Employees
3,000

Challenges

To be a global leader in smart-city services, boost civic efficiency and meet its budget, a large U.S. city needed an affordable solution for improving IT security and insight.

Results

- Gets the IT security needed to advance its smart-city vision

- Boosts protection of citizens' data

- Gains instant insight into who accesses what information

- Minimizes costs and complexity

- Simplifies regulatory compliance

Products

One Identity Safeguard

Starling Two Factor Authentication

Global metropolitan areas are improving quality of life and safety by adopting smart-city technologies. Using internet-connected sensors, they can launch autonomous car services, gain the insight needed to maintain excellent water quality and provide real-time maps of available parking spots. Staff who work for smart cities can also use sensors to instantly pinpoint the location of a gunshot and expedite evacuations after natural disasters or other life-threatening events.

While smart-city technologies support exciting innovations, they also introduce new security risks. If hackers gain access to a sensor, they can more easily breech the city's network. Once inside, they often target administrators' privileged accounts because with these credentials, they can access sensitive information and system controls.
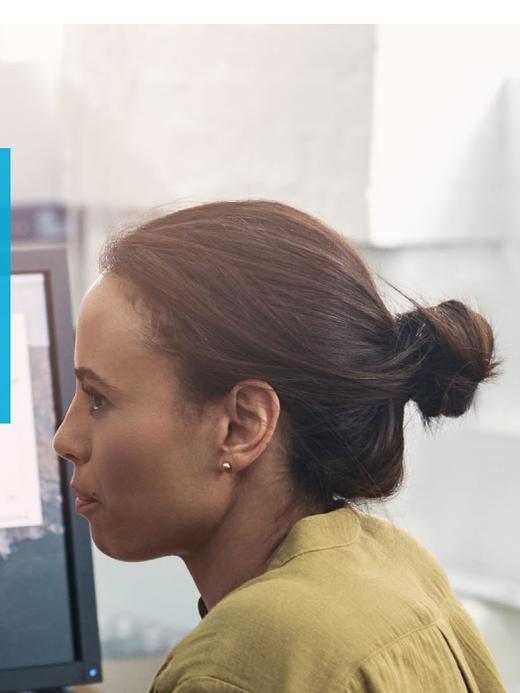
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And it's not just external hackers who pose risks. Like all organizations, cities must also ensure that employees are accessing only the systems and data they are authorized to view. One large U.S. city wanted to take a proactive approach to addressing risks around identity and access management (IAM) so it could become a global smart-city leader. "The city had growing concerns about how people were accessing very sensitive data about citizens, and who could access it," explains Tim Spires, president of third-party EST Group. "So it engaged us for help."

EST Group designed a solution that met the city's requirements for security, cost and simplicity. Nathan Wiehe, vice president of Identity and Security Services at EST Group, says, "We proposed the One Identity platform because it supports the city's vision and requirements by providing the tools needed to stay on task and on budget." Staff from EST Group and the city's IT department

deployed One Identity Starling to protect privileged accounts via multi-factor authentication. They also implemented One Identity Safeguard to set up automated processes that instantly create, modify and revoke privileged accounts based on detailed rules and information in Active Directory.

Boosts security with identity verification and improved insight

Today, before a privileged user can access systems and data, they must enter their password plus a unique code that One Identity Starling generates and sends to the person's mobile device via text or phone call. And instead of having to manually sort through log files to monitor and track system access, administrators now have instant insight into not only who accessed which systems and files, but also when and why. And, from the One Identity Safeguard dashboard, they can filter views based on specific systems and users.

Increases efficiency and simplifies regulatory compliance

Generating internal and external reports — including those needed for PCI and HIPAA compliance — is dramatically faster and easier today. Administrators no longer have to compile data from individual systems and create IAM reports. Instead, they instantly generate them with Safeguard.

A new self-service, password-reset portal also boosts security and saves time. If users forget their password, they no longer have to contact the help desk and wait minutes or longer while a staff member manually resets it. Instead, from a One Identity portal, people can instantly reset their own passwords at any time, from any location. This automated, self-service workflow also protects passwords because only owners know them.
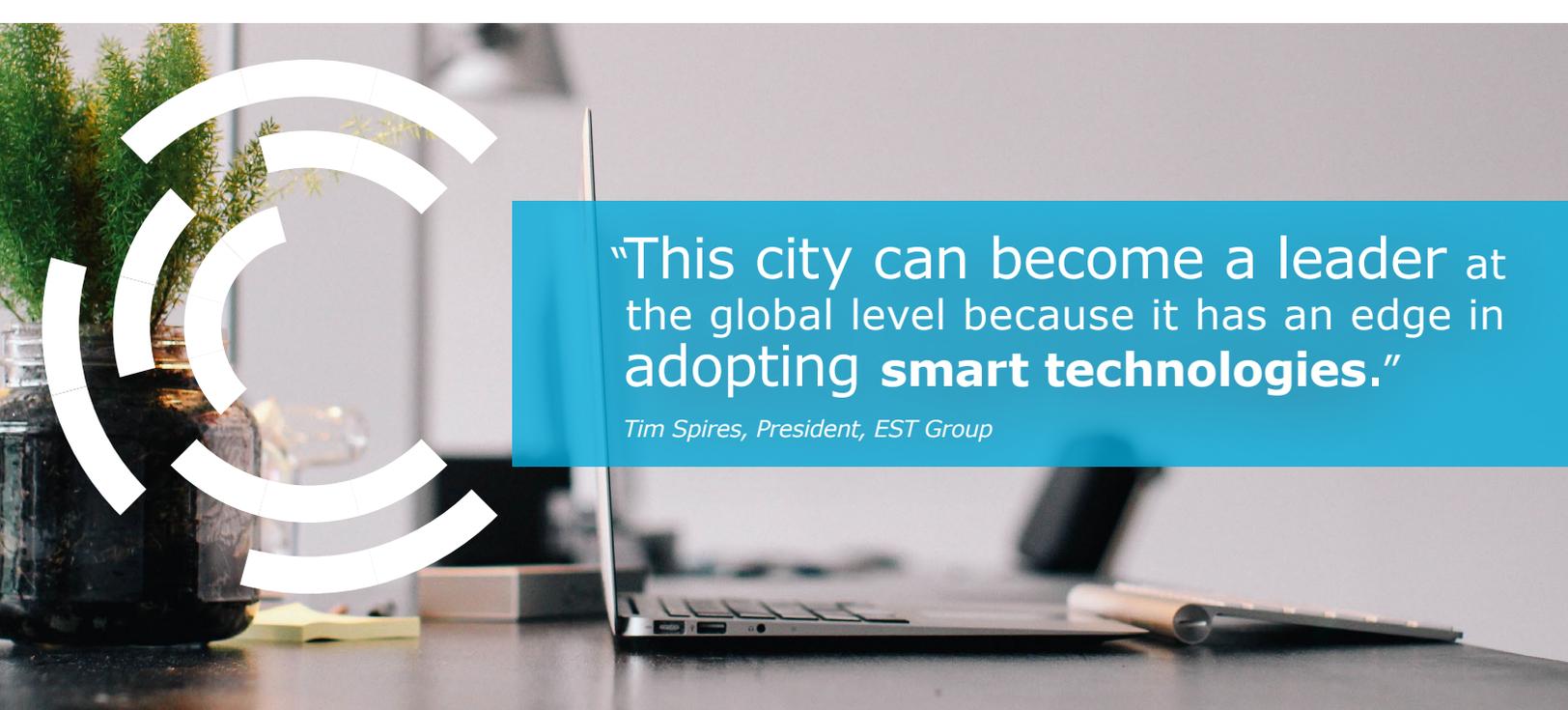
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>
> *Tim Spires, President, EST Group*

Achieving a vision that includes global leadership

Now that the city has the technologies needed to meet all IAM requirements, it's moving forward with its smart-city vision in a way that's efficient and fiscally responsible. "Compared with other cities who use more complex IAM tools to achieve their goals, this city can become a leader at the global level because it has an edge in adopting smart technologies," Spires says. "And, by using One Identity for IAM, the city can confidently communicate to citizens that their data is protected and accessible only by the folks who need to see it."

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.

Learn more at OneIdentity.com

About EST Group

EST Group is an IT solutions company, with a strong focus in providing integration and consulting services tailored around automating, managing and securing organizations' IT environments. Our goal is for our clients to achieve maximum efficiency and productivity.

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