

## Accessing data simplified and secured

European University Institute grants access to data in minutes whilst protecting systems from growing cyber threats



**Customer:**

European University Institute (EUI)

**Industry:**

Research

**Country:**

Italy

**Website:**

[www.eui.eu](http://www.eui.eu)

### Challenge

- Improve efficiency of provisioning and de-provisioning accounts
- Ensure compliance of personal data regulations
- Meet compliance of security requirements, including ISO27001 standards
- Simplify identity governance role-based access control

### Solution

- One Identity Manager



Reduces time to grant access from days to minutes



Lowers administrative burden for high turnover roles



Gains greater control over contractors' accounts for regulatory compliance



Provides real-time visibility on identities for business owners to grant access

A digitised world of anytime, anywhere data access not only promises greater productivity, but greater security risk. Attacks through phishing, brute-force and social engineering techniques to steal credentials are on the increase. And as Laura Biagiotti, the data security officer responsible for information security at the European University Institute (EUI) says, identities have become the new perimeter.

## New ways of working, new exposures

EUI, located in Florence, Italy, is an international organisation focusing on postgraduate, doctoral and post-doctoral studies. More than 1,000 scholars from around 60 countries use its facilities, which include a world-class research centre. Biagiotti says the need to manage identities to protect data is greater than ever post-pandemic. “Remote working isn’t something new to us,” she highlights. “Recent events, however, have forced the exposure of new services and online collaboration tools, making us more vulnerable.”

## Creating a more secure IAM landscape

EUI wanted to take the risk out of identity and access management (IAM) to better protect research, personal and financial data. It wanted a more efficient way to manage its community of 4,000 people, whose identities cover more than 10 categories, including the academic community, a large alumni, contractors and research-library users. As such, Biagiotti launched an IAM project with goals such as improving agility around provisioning and de-provisioning accounts. The project also included simplifying compliance and enforcing role-based access control.

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Laura Biagiotti, Data Security Officer,  
European University Institute

## Finding a solution with IAM expertise

To deliver its goals, EUI engaged One Identity partner Net Studio. The partner analysed IAM processes at EUI to understand where the challenges lay. It engaged with stakeholders to gain a deeper level of insight on the project’s objectives, and proposed Identity Manager as the right solution. Luca Bendinelli, chief of sales and marketing at Net Studio, says Identity Manager was the right choice, and not simply because of its functionality. “The ease of the interface for business users was also important. It’s why we like to work with One Identity.”

Net Studio successfully implemented Identity Manager at EUI. For Biagiotti, the partner's deep knowledge of One Identity solutions was key. She adds, "Net Studio showed significant experience in designing the IAM architecture and the implementation of business processes."

## Securing data at the new perimeter

With Identity Manager, EUI removed risk as well as cutting out time-consuming manual IAM tasks. "We have increased visibility on who has access to sensitive assets," says Biagiotti. The institute also has greater control over contractors' accounts and can enforce preventative security controls for regulatory compliance. Indeed, protecting the new perimeter is more effective than ever she says,

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Laura Biagiotti, Data Security Officer,  
European University Institute

"We manage all service, privileged and contractor accounts by using the One Identity repository and applying centralised policies."

## Providing access in minutes, not days

Besides increasing security, EUI has significantly improved IAM efficiency. As Biagotti says, "We have established identity governance with Identity Manager that reduces the time to grant access to data from days to minutes." Furthermore, there is much less of an administrative burden on managing accounts for positions with high rates of churn. "The most important benefit from my perspective," adds Biagotti, "is we provide real-time visibility on identities through Identity Manager to our business owners for them to grant access to resources."

## Improvements to lifecycle administration planned

EUI expects the value of Identity Manager to increase over the coming years. Biagotti is planning to phase in improvements to identity lifecycle management. She says, "We expect to add new functionalities for new types of users as EUI evolves."

## About One Identity

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

