

## Less time on admin, more time for culture

Qatari-based cultural organisation Katara employs single sign-on solution to streamline password protection and reduce call-centre queries by 90 per cent

### Key Facts

#### Company

Katara

#### Industry

Arts, Entertainment and Media

#### Country

Qatar

#### Website

[www.katara.net](http://www.katara.net)

### Challenges

Katara had a multiple sign-on platform across distinct and disparate systems, making it hard for users to access the organisation's many applications.

### Results

Katara integrated all its systems with a single sign-on solution, reducing the number of sign-in credentials for staff from seven to one, and slashing password-related help-desk queries from 600 a year to less than 40 a year.

### Products

Cloud Access Manager

Identity Manager

Password Manager

**The Arabian Gulf is becoming an increasingly popular destination for tourists, and nowhere is this more true than in Qatar, which welcomed a record number of visitors in the first quarter of 2017.**

Tourists are attracted by the country's cosmopolitan energy, exotic deserts and guaranteed sunshine. Organisations like Katara play a vital role in this booming sector by promoting events and cultural exchange programmes through theatres, concert halls, exhibition galleries and cutting-edge facilities across the capital, Doha.

Katara has 300 staff members, all of whom need access to the company's business applications, including SAP, Oracle, and Cisco systems, as well as custom-built software. Each application requires a different set of user credentials, which the 12-person IT team has to manage. "Each year, we were fielding around 600 password-related queries," says Ashraf Samy, Applications project manager at Katara. In addition to this, the team had to manually handle the creation and deletion of accounts. And, as ex-employees still had access to data or systems due to delays in deleting

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*Ashraf Samy, Applications Product Manager, Katara*



accounts, there was also a security risk. “We wanted to make our users’ working days easier by providing a single sign-on method for accessing applications,” says Samy.

#### A Successful Strategy

Katara collaborated with its long-term partner Exceed IT to explore options for a new identity and access management (IAM) solution. “We’ve worked successfully with Exceed IT on previous projects, so we trust the strategy and technology it provides,” says Samy. “Exceed IT devised a segmented approach, dividing the project into manageable milestones. The first of these phases was cloud access management. We wanted to launch single sign-on and deliver immediate benefits to the business and our end users.” It launched the first phase using One Identity Cloud Access Manager, which makes it easier for users who want to run resources and applications across distinct systems. “Now, the number of credentials

required to sign on to each application and system has been reduced from seven to one,” says Samy.

Next was identity management and then password management. Before the transformation, any new hires registered by the Human Resources (HR) department wouldn’t have had their information recognised by Katara’s other applications. That meant the rest of the company had no idea who was recently hired, what department they were in, or their responsibilities. With Identity Manager, the entire workflow is automated, so once the HR system approves a new starter, an account is set up in Oracle’s server and an email is sent to IT. “The new system has automated the processes involved in onboarding staff, and it also automatically removes them once they’ve left the company,” says Samy. “Our business is more secure with Identity Manager.”

#### Streamlining administration

Staff spend less time delivering IAM services manually, making Katara more efficient. The IT team received around 600 calls a year relating to password management. Since implementing Password Manager, staff can reset their own passwords, so those calls have been reduced to 40 a year — a reduction of 90 per cent. “We can now monitor and control passwords, and the single sign-on feature means users can run all their applications with one password,” Samy explains. “This is a key step in our company’s evolution.”

#### 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.