

Streamlining identity management at enterprise scale

R-IT empowers its customers' employees to deliver financial services while maintaining uncompromised application security.



Country: **Austria**

Employees: **650**

Industry: **IT Services**

Website: www.raiffeiseninformatik.at

Ensuring the efficiency, consistency, and security of identity and access management is business-critical for R-IT's customers, which are based in Austria and several countries across Central and Eastern Europe. R-IT develops and operates four instances of Identity Manager from One Identity to support close to 80,000 technology users.

Efficient identity management for modern companies

Identity Manager helps take care of the access rights associated with over 500 applications attached to Active Directory, including nine HR systems that are the main data sources for the solution. More than 300 business tenants depend on these technologies. Twice a year, R-IT uses Identity Manager to report on close to 200,000 attestation cases.

Challenges

R-IT seeks to streamline identity management as much as possible so its customers' employees can securely use software applications whenever they need them.

Solutions

R-IT uses Identity Manager from One Identity to handle identity and access management and creates automations to boost efficiency.

Results

- Enables IT to roll out 40 applications per week to the workforce instead of 2
- Accelerates development with an automated process for giving developers secure application access
- Provides complete transparency to facilitate successful financial compliance audits

Products Featured

- [Identity Manager](#)

Solutions Featured

- Identity governance
- User provisioning
- Compliance and audit management
- Developer enablement

Alexander Reithoffer, Lead Consultant for Identity Manager at R-IT, says, "Identity Manager helps us efficiently take the right steps at the right time, grant users access when they need it and always remain auditable. Without it, specialized teams would use giant spreadsheets to manage identity and access management." The solution's versatility is key for R-IT customers. "You can easily connect Identity Manager with applications through out-of-the-box integrations or customize it," Reithoffer adds. "Having both options is perfect for our complex technology environment."

Automations accelerate provisioning and rights management

In collaboration with application owners, R-IT augmented the service catalog in Identity Manager with permissions objects, which define access rules, persons accountable and approval workflows. During application provisioning, users and IT team members can import self-service "shop items" based on permissions objects. Lucas Pachler, solution architect at R-IT, says, "By streamlining provisioning with Identity Manager, we can roll out 40 applications per week to employees instead of two." Reithoffer adds, "It used to require a full day to work with IT managers and fully provision users. Identity Manager automation reduced this process to roughly 30 minutes."

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*Alexander Reithoffer, Lead Consultant for Identity Manager
Raiffeisen Informatik GmbH & Co KG*

Another automation with Identity Manager makes developers lives' easier while maintaining application security. Developers no longer need to submit a ticket for R-IT to create a service account and provide access. Instead, they can define their requirements, present a request to Identity Manager and promptly receive application access rights from the solution's service catalog. "Identity Manager helps us provision developers faster with the appropriate permissions so they can continue their work without delay," says Pachler.

Enabling smooth audits and easing regulatory compliance

Our customers from the banking sector, Raiffeisenlandesbank Niederösterreich-Wien AG (RLB) and Raiffeisen Bank International AG (RBI), are subject to internal and external compliance audits, including a highly consequential, detailed review by the Austrian National Bank, which acts on behalf of the European Central Bank. Identity Manager enables comprehensive visibility and documentation to show auditors when and why business groups granted, revoked, or modified employees' access rights and the permissions associated with specific applications. "With Identity Manager, we can provide auditors with complete tracking and assurance of our regulatory compliance when it comes to access rights," says Reithoffer. "Our colleagues are highly appreciative that they can rely on this service from R-IT."

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*Lucas Pachler, Solution Architect
Raiffeisen Informatik GmbH & Co KG*

About One Identity

One Identity delivers unified identity security solutions that help customers strengthen their overall cybersecurity posture and protect the people, applications and data essential to business. Our Unified Identity Security Platform brings together best-in-class Identity Governance and Administration (IGA), Identity and Access Management (IAM), Privileged Access Management (PAM), and Active Directory Management and Security (ADMS) capabilities to enable organizations to shift from a fragmented to a holistic approach to identity security. For more information, visit www.oneidentity.com.