

Key Facts**Company**

Telefónica España

Industry

Telecommunications

Country

Spain

Employees

32,000

Websitewww.telefonica.es**Challenges**

- Risk associated with high numbers of IT staff requiring AD Domain Admin access
- Native limitation and the complexity of AD infrastructure
- Compliance challenges

Results

- Optimized the number of domain administrator accounts
- High level technical resources are freed up to be more productive in innovation
- Significant reduction in the amount of privileged users
- Easy and complete control over what is happening in the AD environment

Products

Active Roles

Telecommunications Giant secures Active Directory

Active Roles enables Telefónica España to optimize domain administration

As companies grow by acquisition and expand internationally, one of the natural by-products is a large and complex IT infrastructure. Such was the case with Telefónica España and its multi-domain use of Active Directory (AD). Inherent in this complexity is the challenge of automating the sometimes difficult identity administrative tasks required of AD and the proper assignment of permissions to allow IT to perform those critical tasks. At best everything is inefficient and at worst, nothing is secure.

Created in 1924, Telefónica is one of the biggest telecommunication companies in the world with a very strong presence in Europe and Latin America and providing services to more than 350 million clients. Telefónica España is one of the main companies in the Telefónica group and leader when it comes to technology initiatives.



“Active Roles gives us much more confidence when it comes to **security and risk** use. ”

Collaborative services team member, Telefónica España

“With such a large and complex AD infrastructure, the management of so many critical AD objects can be a nightmare,” said the collaborative services team member responsible at Telefónica España. “One of the biggest challenges is addressing the risk associated with high numbers of IT staff requiring AD Domain Admin access to perform standard tasks. AD’s native delegation model is simply not sufficient. This native limitation and the complexity of our AD infrastructure requires a high effort of management.”

The company looked for a way to improve the management model for its widespread and complex AD environment, which to-date had been limited to remote desktop sessions using the native MMC tool. It needed an easy-to-use solution that would not only relieve the IT workload, but also increase the accuracy of AD administrative tasks while reducing the number of administrators. If done right, the company felt that it could respect safety criteria while reducing day-to-day AD administration.

“We wanted a tool that overcame the limitations of those tools that come with AD,” said the collaboration team member. “Ideally we wanted a graphical user interface that allows the technicians of each operational group to carry out management tasks in a simple and integrated manner with access solely to the objects they need to manage and in the domains that correspond to them. The bottom line is we wanted more visibility and much more control over who did what in our AD environment.”

After a thorough evaluation of available solutions, Telefónica España selected Active Roles from One Identity. Active Roles acts as a “firewall” around AD, enabling the company to delegate AD administrative tasks based on a number of factors such as job responsibility (role) domain, location, etc. It eliminates the all-or-nothing nature of AD administration with native tools and grants each admin, precisely the access they require to do the job – nothing more, nothing less.

“Active Roles enabled us to optimize the number of domain administrator accounts and personalized console to the different operation teams aligned with granular access delegation for objects and attributes. This has immediately given us a more mature and more secure AD environment,” notes the staff member.

The collaborative staff member responsible continued, “Active Roles’ flexible delegation model and use of Management Units and virtual views allows us to abstract Active Directory structure into a more simple, and purpose-driven view of objects. It makes it much easier and more efficient to find and manage AD objects, reducing the exposure of the full AD environment to those that should not have it.”

In addition to the security benefits offered by Active Roles, it brought Telefónica España significant operational improvements as well.



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“Another big benefit Active Roles brought for us was the ability to change to the working model around AD administration,” added the staff member.

“Active Roles empowered us to automate internal processes and the processing of massive amounts of information within and across the various Active Directories, reducing the risk of manual errors.”

“One of the main reasons we chose Active Roles was that it was so easy and fast to deploy in our testing environment,” said the team member. “We quickly saw how easy it was to install, configure, and use the tool – it totally met expectations,” continued the collaborative services team member responsible. “Active Roles gives us much more confidence when it comes to security and risk use.”

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