

Better user management takes flight

Transavia automatically onboards hundreds of additional staff over the summer months thanks to solutions from One Identity

Key Facts

Company

Transavia

Industry

Aviation

Country

The Netherlands

Website

www.transavia.com

Challenges

Transavia needed to reduce the time to manually provision and deprovision its seasonal workforce. It also needed a trusted advisor to help with its user identity lifecycle challenges.

Results

The airline saves up to 10 minutes per user and ensures close to zero errors with Active Roles – a solution that has grown with the company as it moved to the cloud. Consultation from One Identity Services has helped Transavia in this transition.

Products

Active Roles


One Identity Services

Air travel companies experience extreme seasonal loads, taking on thousands of short-term staff as business increases, then releasing them during the quieter autumn and winter months.

Founded in 1965 and now part of Air France-KLM, Transavia is a Dutch airline that flies passengers to more than 110 destinations in Europe and North Africa.

According to Anders Kok, service delivery manager at Transavia, the airline hires an extra 400 staff each summer. They all require access to applications whether those are systems for on-board merchandise sales or navigation tools – meaning each employee needs to be added to the company's IT systems so they can do their job.

"We used to provision user roles manually, but this took far too long – 10–15 minutes per user," says Kok. "We wanted to automate the whole



“One Identity knows our business and our idiosyncrasies, so we listen when it challenges our decisions. We’re getting a **highly personalised service.**”

Anders Kok, Service Delivery Manager, Transavia

process, so we spoke to One Identity. The team there talked with us to understand our needs and proposed Active Roles.”

One Identity Active Roles is an identity and access management solution that addresses the user lifecycle management challenges of Active Directory and Azure Active Directory. Active Roles enables Transavia to establish workflows that automate the creation, modification, and removal of user accounts across the hybrid AD environment. It overcomes the shortcomings of native tools and manual processes and brings a level of consistency, security, and efficiency that most organizations lack when relying on only what comes with their Active Directory investment.

“Active Roles was a great fit for our business,” says Kok. “We have user groups for cabin crew, cockpit, and technical maintenance, and all the information feeds in automatically from our HR system. When a new person starts, their mailbox is there, the account is there, and basic rights are all there. They can get working straightaway.” But he says that the big win is in quality improvement. A manual

process has a high error rate of 20-30 per cent, whereas in the automated One Identity system this is reduced to a minimum.”

Kok estimates that his team handles between 1,500 and 2,000 changes to user roles each year, and addressing those changes manually would be a drain on resources. Kok says: “I would cost us at least 1-2 FTE to handle all the calls on the service desk. Automating this process is a no-brainer, because the quality of delivered output and saving on staff.”

The beginning of a long and fruitful relationship

The project to automate user provisioning started in 2009 and has been refined gradually as the relationship between One Identity and Transavia has matured. The most recent change came in late 2016 when the airline moved to the cloud, and augmented its on-premises Active Directory deployment with the cloud-based Azure Active Directory.

“I was adamant that we retain Active Roles as part of our move to the cloud,” says Kok. Transavia outsourced some of its Active Directory management to another company, but user management remains automated

and handled through Active Roles. “We rely on the excellent advice from One Identity Services. At any time over the past nine years, I’ve been able to ring my account manager and organise a meeting to discuss our needs, come up with a creative solution, and put that into practice,” says Kok.

As an example, Kok cites the fact that certain employees have an “air title” – a three-letter addition to their user profile that’s unique to the industry. This is generated in the crew management system and used in all kinds of flight support systems, but automating it proved difficult. “One Identity knows our business and our idiosyncrasies, so we listen when it challenges our decisions. We’re getting a highly personalised service,” says Kok.

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.

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