



Identity Automation

Industry: Oil & Gas

Automation Engine: Microsoft FIM 2010 R2

Key Challenges

- Streamlining provisioning and deprovisioning of user accounts into Active Directory and other systems to save time and cost
- Synchronizing employee information from different sources.
- Updating user information when users move across business units within the organization.
- Automating creation of service tickets to trigger a workflow to complete the other background tasks for new, deleted or transferred users. E.g. issuing a laptop for a new user to be done only after a service request is generated.
- Creating orders into a system for new and deleted users for charge back

We recently worked with the largest Oil & Gas fortune 500 company in South East Asia to automate their Identity Management across their organization.

Enterprise Identity management was one of the biggest challenges faced by the organization due to the different sources of identity creations. IDs were being created into Active Directory and other systems for permanent employees as well as vendors. This meant a lot of manual intervention to create user identities along with their mailboxes, skype and group memberships.

One of the customer requirements to KloudyNet was that the automation should be done using FIM synchronization engines custom code which is included as part of the Windows Server 2012 R2 server license. Hence no FIM/MIM licenses were needed to be purchased for the deployment which was significant costs savings for the customer

Key Aspects / Features of:

1. Microsoft Forefront Identity Manager 2010 R2 was used as the automation engine for the deployment.
2. Only the FIM synchronization service was used via C# rules extension
3. FIM Integration was done with disparate systems to provide a single identity and provisioning system. Integration was done with SAP (File Based MA), Active Directory (AD MA), ITSM (Web Services), Vendor Management (SQL MA), Charge Back System (SQL MA)
4. 60 Business units were covered under the identity automation with a user base of 60,000