

How This Utility Company Saved 2400 IT Support Hours



This client has **thousands of employees** and **millions of customers**.

They needed to modernize and enhance their existing Identity Management Platform.

Maintaining security, privacy, and efficiency are paramount to this company's values.

Certify and maintain **strict** NERC standards



Before IDHub was a product, Sath was busy building custom solutions.

Many Sath clients inspired the creation of IDHub, but this one stood out.

This project's success made it clear that improvements in Identity Management were needed across the board, and could be achieved.

The Problems

- 1. User Control Of Applications**
Department Managers want to view and modify employee access to Apps they administer without logging into Apps individually.
- 2. Compliance**
All updates or additions must be able to be certified and adhere to all NERC strict standards. Managers would like to certify Apps from the same location.
- 3. Implementation Is Time Intensive**
The client regularly adds new Apps. They have ~ 600 currently to connect to a new tool. Usually, on-boarding a new App takes up to four hours each.
- 4. Can't Be A One Time Solution**
The solution needs to be permanent, allowing Users to add new Apps to their IAM system, and continuously monitor their applications and user privileges.

The Process

To accomplish all of these requests, we immediately recognized a new stand-alone application would need to be created from scratch.

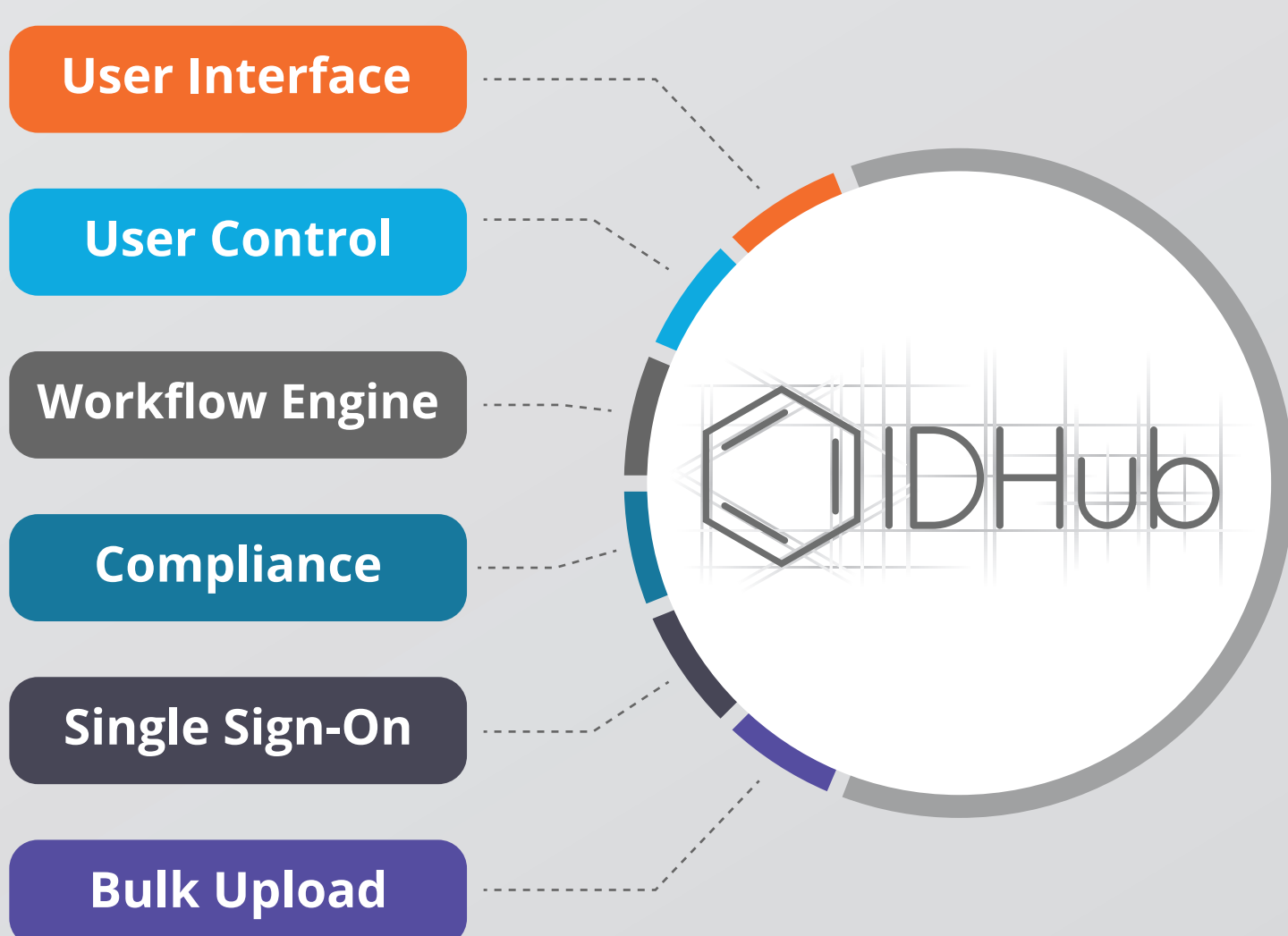
Our team went to work.

We compiled a list of requirements needed to overcome the challenges faced building this new solution.

1. User-friendly interface for non-technical users to view, audit, and control application access.
2. The ability to add, remove, or modify access and entitlements.
3. Ability to bulk upload applications.
4. A secure method to log in.
5. Processes to automate adding new applications.
6. Allow users to certify applications from the new interface.

The Solution

We gathered the business requirements and designed a new system from the ground up. This system would incorporate all of the business requests into a new application. This interface would be available to all users, through a secure Single Sign-On screen.



The Results

- 1** The time it takes to add a new App to the IAM system was reduced by 94%, from 4 hours to 10 Minutes.

94%
Faster On-boarding

- 2** Adding the capability for managers and leads, to view and edit all of their employee's access, cut out the need to involve the IT department for frequent access updates, and changes.



- 3** The bulk uploading system allowed 600 applications to be uploaded, in a total of 10 minutes, down from 4 hours each. This feature saved 2,400 IT hours, and will continue with every new on-board.

2400
Support Hours Saved