

END-TO-END IDENTITY AND ACCESS MANAGEMENT SOLUTION

Noesis was responsible for the design and implementation of an **end-to-end Identity and Access Management Solution (IAM)** for a **leader in specialist consumer loans market**, which included role assigning processes, automated account provisioning, and access management delegation.

IAM Solutions have a crucial role in ensuring security and customers privacy, mitigating operational risks, improving customer experience and fostering agility and innovation.



Sector:
Financial Services

Business Unit:
Infrastructure Solutions

Solution:
Identity Management & Governance



4
Consultants



3.500
Users



18
Months to
develop



40
Managed
Applications



250
User Access
Roles

THE CHALLENGE

This Financial Institution was facing several business challenges that led to the implementation of an IAM solution. Access provisioning and management was a **lengthy, complex, and an error-prone process**; contractor access management was very risky, especially the of-boarding and account de-provisioning; audits were **very time-consuming**, and there was **significant business risk** related to user's access privileges.

On the other hand, our team faced some technical challenges during this project, such as:

- › Difficulty in guaranteeing that there were **no “dormant accounts”**.
- › Guaranteeing the **“least access privilege”** principle.
- › Ensuring the **timely de-provisioning** of the contractor's account.

GOALS

- › To Provide evidence and **guaranteeing compliance** with banking regulations.
- › **The decrease of business risks** related to user's access privileges.
- › **To increase the agility of the access provisioning process**, to better cope with changing business demands.
- › **To centralize all user access information** in order to facilitate compliance audits.

SOLUTION

Our Infrastructure Solutions team:

- › Designed and implemented the **on-boarding, of-boarding** and **role change processes** for employees, contractors, and partner.
- › Implemented a portal for the managers' **self-service access management**.
- › **Automated the account provisioning** across many heterogeneous systems – Active Directory, SQL databases, Lotus Domino, IBM AIX and Mainframe.
- › **Designed user roles hierarchy** and implemented automatic role assignment based on user attributes.
- › Developed **custom provisioning connectors** for Microsoft Dynamics CRM and Mainframe systems.
- › Customized **CA Identity Suite**: CA Identity Portal, CA identity Manager e CA Provisioning Manager.



THE RESULT

The solution is used as a **centralized user access management for the entire company**:

- › All user access requests are managed through the solution.
- › The users account is **automatically provisioned and de-provisioned** on the employees start and finish date.
- › Access roles are **automatically removed and granted** as employees change roles in the company.
- › **Generated reports** serve as the base to show evidence on the compliance audits.

Resulting in:

- › Increased **security**.
- › Decreased **compliance risk**.
- › Great **agility** in managing accesses.



Noesis is an international tech consulting company offering services and solutions to support clients in digital transformation and the development of their businesses. In order to obtain sustained value that is transversal to all sectors. Noesis is focused on infrastructures, software, quality and people. The organization is based on highly specialized talents, operating in nine business units and six countries Portugal, Spain, the Netherlands, Brazil, Ireland, and the USA. Since 2020 Noesis has joined Altia, listed on The Alternative Equity Market. With this incorporation, Noesis is now part of an organization with more than 2000 employees, 3 Datacenters and 20 offices.