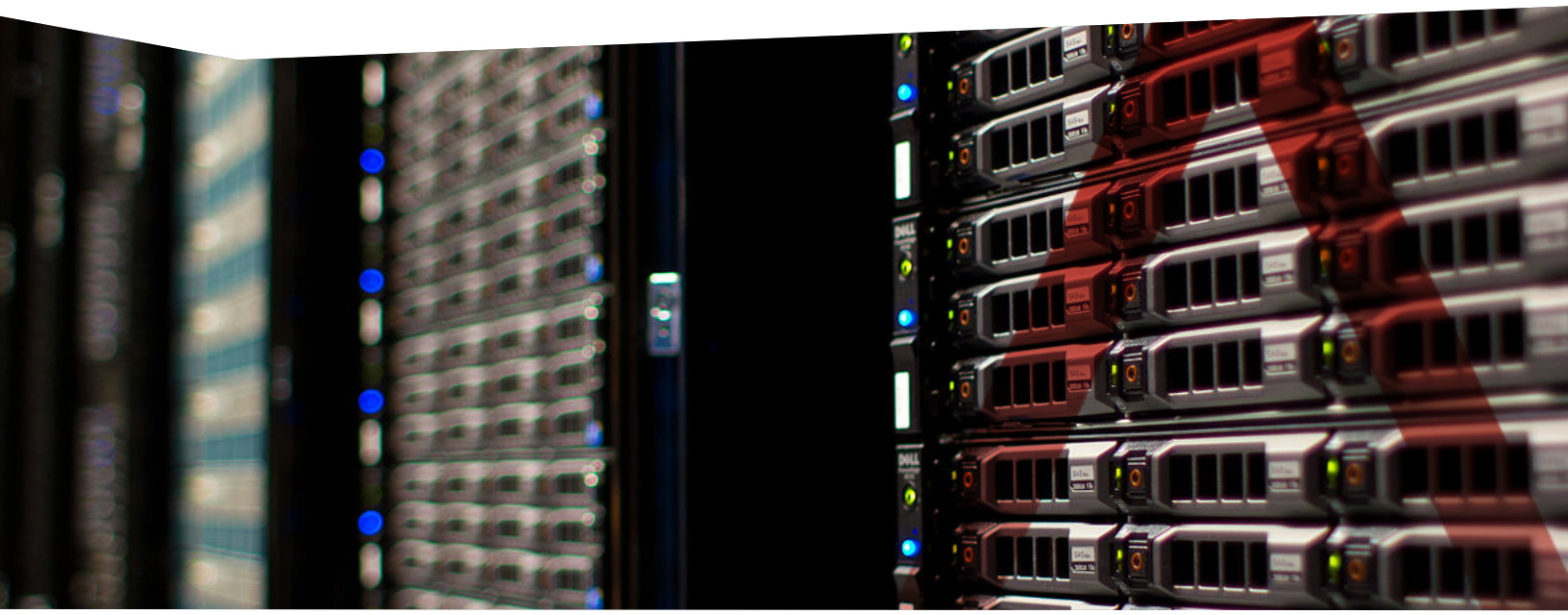
RSA

CASE STUDY



DELL TECHNOLOGIES REDUCES AUDIT EFFORTS BY 50%, ENHANCES COMPLIANCE POSTURE AND USER EXPERIENCE WITH RSA® IDENTITY GOVERNANCE AND LIFECYCLE

As with any similar-sized corporation, there are constant opportunities for employees to change roles throughout the company. However, an underlying pattern was observed where an individual would accumulate access permissions as they moved from one position to another. The inability to obtain visibility across the company's multiple entities frequently confused and frustrated users. It led to delays in solving access issues, and a commensurate increase in support costs due to inefficiencies.

The magnitude of the Dell environment further contributed to the complexity of the task: The global infrastructure contains hundreds of business applications and thousands of database instances. With each authorized individual typically holding access privileges for multiple systems, a volatile collection of over one million identities and a corresponding number of business-related requests needed to be actively administered each year.

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Ritesh Mohan, *Identity and Access Management, Dell*

CUSTOMER PROFILE

Located in Round Rock, Texas, Dell Technologies is the world's largest privately-controlled computer technology company. Renowned for its innovations in supply chain management and e-commerce, Dell has revolutionized the 'build-to-order' approach to manufacturing, enabling expedited delivery of individually configured PCs to customers around the world.

With 225,000 employee and contingent workers located in 180 countries – with each region subject to a diverse set of local regulations – managing, controlling and enforcing access to applications and data was a perpetual challenge. The situation was further complicated by the proliferation of numerous disparate systems used to manage identities; a product of the company's dynamic growth and acquisition activities.

THE NEED FOR ENTERPRISE-GRADE SECURITY AND A CONSUMER-GRADE USER EXPERIENCE

Using the company's legacy technologies imposed many hours of additional effort to ensure that access permissions appropriately reflect each individual's legitimate right to utilize specific data elements and applications.

Ritesh Mohan, Identity and Access Management (IAM) technology manager for Dell, commented, "Security threats and audits have intensified year-on-year, and we realized that given the scale of our operations, our legacy point solutions, technologies and manual processes would quickly become overwhelming unless we took immediate action."

A decision was taken to adopt a 'least privilege' approach to effectively managing access to the company's critical infrastructure with an objective of efficiently ensuring compliance with regulatory requirements like the 2002 Sarbanes Oxely Act (SOX). "Maintaining least amount of access privileges and ensuring regulatory compliance were absolutely our biggest drivers for change," stated Mohan. "As a fundamental design tenet, we also set ourselves the goal of deploying an enterprise-grade security solution with a consumer-grade user experience."

RSA STANDS ABOVE THE COMPETITION

The IAM team created a detailed set of evaluation criteria to aid in determining the viability of potential solutions. Requirements included the ability to achieve enterprise-wide control and visibility, usability, scalability, and the capability to manage all identities, including privileged access, from a single, centralized location.

On completion of its analysis, the Dell team selected the RSA SecurID® Suite as the core of its identity and access management strategy, and embarked on a phased rollout throughout the entire organization. Dell implemented RSA® Identity Governance & Lifecycle to consolidate multiple disparate systems into a single identity access and governance tool utilized throughout the organization. RSA SecurID® Access was deployed to enable access management for cloud and on-premise applications using RSA's single sign-on and strong, advanced authentication.

The inherent configurability of the RSA Identity Governance & Lifecycle platform enabled the migration of the entire identity provisioning functionality to be completed in less than three months.

A MILLION+ IDENTITIES MANAGED

Dell replaced its incumbent tools with RSA Identity Governance & Lifecycle to manage all access requests, in addition to provisioning and de-provisioning of joiners, movers and leavers. Access rights throughout the company – encompassing 225k identities and over one million entitlements – can be centrally reviewed, administered and certified to ensure ongoing regulatory compliance. The unified RSA solution provides full identity lifecycle

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management across every business application for both internal and external users.

Dell needed a solution to facilitate multi-factor authentication across the company, and chose RSA SecurID Access for the ability to utilize hardware and software tokens, as well as mobile biometric and one-time-passwords to facilitate multi-factor authentication across the company.

THE RESULTS ARE IN…

The team worked closely with stakeholders to ensure that the IAM implementation accurately reflected the business needs and compliance requirements of the company. The ability provided by RSA Identity Governance & Lifecycle to consolidate all identity management-related functions into a single platform has delivered significant operational savings.

AUDIT EFFORT HALVED

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Having endured manual SOX re-certification events twice a year, the IAM team expressed delight that the volume of access and authentication issues were significantly reduced once the RSA components were implemented. Jona Plotkin, Identity and Access Management (IAM) assurance manager, observed, "We used to uncover far too many audit exceptions but with the RSA solutions in place the numbers have since been insignificant."

From a Governance perspective, the new IAM platform enables the business to monitor the progress and effectiveness of each re-certification initiative throughout the entire process, something it was unable to do before.

OPERATIONAL EFFICIENCIES ENHANCED

Outside of the SOX campaigns, the RSA solutions save time with automated emails enabling more timely responses, and reduced follow-up effort needed to get issues resolved. Multi-threaded backend processing alleviates the frequent bottlenecks experienced with the legacy systems. Updating and deploying new capabilities and workflows can be executed within significantly reduced timelines and require less resources to complete.

Out-of-the-box integrations with popular SaaS applications like Salesforce, Microsoft Office 365, Workday and Google Apps and many more add to the attraction of the RSA SecurID Suite. Dell has leveraged the interoperability to enable it to refocus resources back onto core business issues. The outstanding standard configuration capabilities of RSA Identity Governance & Lifecycle also have minimized the need for custom coding; reducing operational expenses even further and allowing for faster time to value.

The platform includes an intuitive reporting interface – also made available to end-users

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– that further heightens the visibility and control required for effective governance. The ability to directly view logs without having to access separate servers prevents the need for additional infrastructure costs typically associated with enhanced log monitoring capabilities.

USER EXPERIENCES ELEVATED

The investment made by RSA to ensure an optimal user experience has positively impacted adoption rates and ease of use across the company. The highly tuned user interface enables transactions to be executed three times faster than Dell's typical legacy systems, and the ability to access the platform using an intuitive interface available on any mobile device, has further cemented its popularity.

Mohan concluded, "Our company-wide standardization on RSA Identity Governance & Lifecycle has enabled us to take a detailed set of business requirements to drive a fully compliant and audit-ready IAM strategy. We've also generated additional business value through reduced operational costs, an improved employee experience, faster time-to-market, and a diminished risk profile. The results have been significant!"

CASE STUDY SUMMARY

The growth and acquisition strategies of Dell Technologies had created a challenge with identity management that was reaching a crisis point. The proliferation of multiple independent systems and the lack of enterprise-wide visibility were dramatically impacting the ability of the company to manage its 1M+ identities and remain compliant with internal and external mandates, including the demanding Sarbanes-Oxley Act.

Implementation of the highly scalable RSA SecurID Suite, with RSA SecurID Access and RSA Identity Governance & Lifecycle, facilitated granular visibility and control over all user access, including privileged accounts. Elimination of the legacy systems resulted in significant savings from licenses and support costs, and delivered a 50% reduction of effort needed to demonstrate regulatory compliance.

ABOUT RSA

RSA offers business-driven security solutions that uniquely link business context with security incidents to help organizations manage risk and protect what matters most. RSA solutions are designed to effectively detect and respond to advanced attacks; manage user identities and access; and, reduce business risk, fraud, and cybercrime. RSA protects millions of users around the world and helps more than 90% of the Fortune 500 companies thrive in an uncertain, high-risk world. For more information, go to rsa.com.

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