Case Study – User experience in multi-tenant, multi-domain, multi-profile and multi-role environment

When a global insurer entrusted its digital security compliance to the global telco which provides its secure telephony and data connectivity services the technical landscape was complex enough.

But when that same global insurer outsourced to a third-party vendor its global contract for identity and access management, the complexity grew significantly. Time for new sign-ups to a business-critical system to be approved were too lengthy. Interventions within service level agreements were put at risk and a cascade of consequences needed to be mitigated.

The answer was found in deployment of an exchange sitting between the three parties (the global insurer, the global telco and the IAM vendor) which performed the role of a translation hub. That hub was able to recognise, authenticate, and process new sign-ups and sign-ins more rapidly, passing relevant credentials into the IAM system and out from the IAM system.

This technical solution is now allowing higher efficiencies between authorised users working for the global telco and the systems belonging to the global insurer which they were responsible for protecting against cyber threats.

The outcome has been improvements in the security posture of the global insurer, effective cyber defence and improved compliance, together with the global telco now fulfilling the service level agreements in its contract with the global insurer.

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