

Cross Identity Case Study

Renowned University in Bahrain



About the Customer

Established in 1980, the university is one of the oldest higher education institutions in Bahrain, established with an intent to enrich programs offered by other universities in the region. Some of its key areas of focus are health, human development, environment, science, and technology. The university has multiple user types and was looking for a modular Identity and Access Management to manage all applications in their environment.

Key Challenges

- Managing accesses of multiple user types – applicants, students, and faculty.
- Decentralized identities – multiple identity repositories for all user types.
- Separate logins to each portal (Ex: Moodle, Library Portal, Exam Soft). This meant they have to remember multiple login credentials.
- Lack of self-service capabilities resulting in IT Helpdesk overload.
- Stringent timeline for implementation of an IAM solution before the summer break.

The Selection Process

■ Why did the university select Cross Identity?

The University selected Cross Identity for our unique offering – all in one IAM Converged IAM solution, **Cross Identity** that uniquely offers Access Management, Identity Governance and Administration, Privileged Access Management and Identity Analytics in one solution. This gives the customers the flexibility to opt for further modules down the lane as and when they evolve and the business grows. They don't have to look for other solutions to expand their IAM environment. Currently, they have chosen an on-premise solution, however, we offer the option to migrate to cloud if they find the need.

We follow an agile-based approach and our solution can be implemented in the shortest time by industry standards. This made the customer inclined to our methodology and implementation technique. Their key integration need included Moodle and SAP which are their essential applications. We carried out the POC in less than 15 days and handed it over to them for testing purposes. Soon after, they saw the value our team added, our understanding of their key business goals and found us the right fit for their IAM requirements.

■ ■ How did they select Cross Identity against other options?

Cross Identity is the only true Converged IAM solution in the industry with decades of implementation experience. Our competition here was Managed Engine, One Login, Mini-Orange – we were sought after as the best among all other options.

■ ■ How did we execute the engagement?

We approached the engagement in an agile manner, taking a low-hanging-fruit-first approach of around 2-3 applications into consideration for initial integration. This enabled us to show immediate ROI to their stakeholders and ensure them that we see this engagement as a business reengineering project rather than a technology project.

Our Solution

- The Single Sign-On solution allows users to login to multiple portals with a single set of login credentials.
- OOTB Multi-factor Authentication enables easy login to applications.
- Universal directory centralized all user types with a single authoritative source.
- Password Management capabilities with synchronization capabilities.
- Dashboard to monitor end-user accesses.

The Outcome

- Plug and play options that future-proofed the solution with the flexibility to add modules as and when they saw the need.
- Overall user experience was enhanced with the centralized dashboard to access all portals. This greatly improved user productivity.
- Help desk efficiency improved with self-service capabilities.
- Increased layer of security to applications.
- Scored high on Audit and Compliance.

