

IAM: A Seamless Implementation

About the Client

The client is an investment management firm that is one of the industry's leading global asset managers with offices across the United States and more than 2,000 employees and over 1.5+ million user identities (investors, agents, staff).

The Challenge

The client wanted to deploy an in-house identity management solution for a number of public-facing web sites that had external exposure. Among these were services for investors and advisors that the client was interested in protecting through an access management solution from ForgeRock®.

A significant number of users were not technically savvy so a challenge of the project was that the integration had to be seamless and change had to be kept to a minimum. The less re-training on application use and the less technically advanced a user needed to be to use the application - the better. Our team is always up for a new challenge and this project required some thinking outside the box in an effort to keep things as simple as possible e.g. finding a way to implement 2-factor authentication by using means other than a mobile phone application.

Our Solution

The client looked to Nulli for the implementation of an identity management solution using ForgeRock for:

- directory services,
- access control,
- single sign-on authentication,
- 2-factor authentication,
- authorization, and
- user identity information provisioning/synchronization.

The solution utilized the entire current ForgeRock stack and Nulli had the proven mix of both experience and skill.

For this client, Nulli architected ForgeRock Access Management, Directory Services and Identity Management in a dual-data centre failover deployment. In addition, Nulli was able to provide advice based on our years of IDM experience that enabled the client to make informed decisions about the appropriate identity and access management strategy.

"Rob [from Nulli] is very knowledgeable on identity and access solutions, from high level architecture to detailed full-stack implementation. With his professional expertise and can-do mentality, we are able to successfully deliver one of the top initiatives on-time and under budget. It's been a great journey having Rob on the team."

Client Testimonial

HIGHLIGHTS

Successful solution delivered on time and on budget.



In collaboration with the client's developers, Nulli delivered the following:

- ForgeRock Directory Services install, schema build, replication, and configuration,
- ForgeRock Access Management installation and configuration,
- custom authentication module for two-factor authentication service (Telesign) user data migration process using ForgeRock Identity Management,
- custom API endpoints,
- customised product forms,
- automated deployment script for all products, and
- customised application for new authentication mechanism (mentoring client development teams).

Some of the core identity functionality that Nulli implemented included:

- A single system of record of identity data for external users.
- Consolidation, linking and migration of existing user accounts stored in multiple databases to a single LDAP store.
- Integration of third-party service for two-factor authentication through email, SMS and voice.
- Centralized login authentication service.
- Customizable user interfaces and branding for identity administration, user login, self-service registration, password management and reports.
- Central auditing services for login attempts, identity data changes, etc.

The Benefits

Ultimately, the client was successful in delivering a solution that both minimized the impact to their customer base and met their business requirements.

Additionally, the client realized the following benefits:

- ability to meet their compliance requirements,
- enhanced security through the introduction of 2-factor authentication for use with the investor login, and
- ability to reuse custom applications/forms and replace service layer with ForgeRock so they did not have to rebuild or train end users on how to use the front end application; it was a seamless transition.



To ensure success with your ForgeRock IAM implementation, get in touch with us.