SailPoint
MANAGING THE BUSINESS OF IDENTITY

Adobe Transitions Legacy Provisioning to Next-Generation Identity Management

TECHNOLOGY SERVICES

....

OVERVIEW

Adobe is changing the world through digital experiences. The company harnesses its creative DNA to not only enable the creation of beautiful and powerful images, videos, and apps, but also to reinvent how companies interact with their customers across every digital channel and screen.

....

CHALLENGE

When the provider of Adobe's previous user provisioning solution announced that it would no longer support that solution, Adobe had to find a new solution that would meet all the company's provisioning needs and enable a smooth, easy transition.

....

SOLUTION

SailPoint IdentityIQ is a complete identity and access management-solution that not only meets all the essential provisioning requirements that Adobe's previous solution met, as well as providing identity governance capabilities for additional business value.

When Adobe found itself facing the end-of-life of Sun Identity Manager, the company sought a new solution to meet its immediate provisioning needs and to build upon to meet future requirements.

Working with systems integrator Qubera Solutions, Adobe identified SailPoint IdentityIQ™ as the ideal choice to replace Sun Identity Manager. Because the SailPoint product architects had developed the core Sun technology, Adobe was confident that SailPoint was familiar with what Adobe was already doing for provisioning. But beyond that, the SailPoint team had built IdentityIQ from the ground up to deliver even more-extensive capabilities than the Sun product and to deliver a more comprehensive solution than other companies could.

Adobe was also pleased to learn that SailPoint's roadmap for future development dovetailed perfectly with Adobe's long-term vision, for provisioning in particular, and identity and access management in general. They were further persuaded by the flexibility that SailPoint offered in how to deploy IdentityIQ — from a gradual phased-in transition of the new capabilities, to an all-at-once "light switch" change.

As a result of its deployment of IdentityIQ, Adobe is able to:

- Provision user access to applications and systems for thousands of employees, clients and others who need it
- Meet all essential user provisioning requirements with one solution
- Plan for expansion into IdentityIQ capabilities beyond provisioning
- Effect a smooth, uninterrupted technology transition

Qubera Solutions

Reliable, secure access for thousands of users

Adobe is using IdentityIQ to provision access to 12 applications for 16,000 employees, contractors and vendors around the world. SailPoint provides the company with a user-driven, intuitive approach to requesting and initiating changes to access and, at the same time, provides the flexibility to provision changes in the most efficient and cost-effective way possible.

With IdentityIQ, instead of going through IT, users request access within a simple, business-friendly user interface from which they can select the entitlements they need to do their jobs, view their current access privileges and check the status of their requests. IdentityIQ automates many routine tasks associated with fulfilling their requests. This helps control the cost of managing access in two ways: first, by enabling changes to happen more quickly and second, by minimizing the time IT is required to spend on repetitive processes associated with those changes. The solution also uses direct connections to target systems to speed delivery of requested access.

Complete provisioning functionality in one solution

IdentityIQ addresses the entire spectrum of provisioning functions, providing Adobe with one solution to take care of everything from access requests to access changes to password resets, and to manage the entire user lifecycle over time.

As with requests for new access or access changes, password resets are user-driven. IdentityIQ's intuitive user interface provides an easy way to request, manage and reset passwords, all of which can be done without burdening the IT organization. IdentityIQ automatically applies password policy to requests for passwords or password resets and synchronizes password changes with target systems. IT administrators can use that same interface to initiate password resets when circumstances warrant.

IdentityIQ provides significant flexibility in the provisioning process, allowing provisioning activities to be initiated by the users themselves, or by IT, or even by automated rules based on circumstances throughout the provisioning lifecycle. For example, if an employee is promoted to a new position, IdentityIQ can — based on policies put into place at implementation of the solution — automatically trigger the process for provisioning access to the resources appropriate to that position (and deprovisioning access to resources that are no longer appropriate). This considerably reduces IT's burden for change management and contributes to consistent, accurate application of policy, which is invaluable in maintaining security and compliance.

Identity governance: Beyond provisioning

IdentityIQ, of which provisioning is just one aspect, also enables compliance management and complete lifecycle management, including the ability to instantly remove access when a user's association with an organization ends.

"IdentityIQ capabilities like roles and access certification provide us a formal way of consistently removing access when someone leaves their job," explains Steve Lavigne, Manager of IT Client Services & Engineering at Adobe.

"IdentityIQ really brings everything under one umbrella. It provides a true meta-directory of all the Adobe systems out there, so that if we add access data from any system to the identity queue, we automatically become aware of that access. We didn't have that with Sun, but the SailPoint solution is expressly designed for it."

Steve Lavigne, Manager of IT Client Services & Engineering, Adobe, Inc.

According to Lavigne, adopting role-based access control is one of several next steps that Adobe is looking at as the company expands its use of IdentityIQ to include capabilities beyond provisioning.

"IdentityIQ really brings everything under one umbrella," says Lavigne. "It provides a true meta-directory of all the Adobe systems out there, so that if we add access data from any system to the identity queue, we automatically become aware of that access. We didn't have that with Sun, but the SailPoint solution is expressly designed for it."

IdentityIQ's common governance platform is essential to bringing provisioning, roles and all the other major aspects of identity and access management together in one place. That platform will make it possible for Adobe to centralize all its identity data and business policies, model roles and build a single framework to support identity-related business processes.

Broad flexibility in deployment

Many companies moving from a legacy provisioning system to IdentityIQ elect to do so with a phased approach in order to immediately begin reaping benefits from the new solution while extracting as much benefit as possible from their existing one. However, Adobe pursued a different approach that it felt better suited the company's business processes.

"We concluded that in our case, it would be better to do a one-time change rather than a staggered or phased rollout," says Lavigne. "And with IdentityIQ, we had that flexibility."

Lavigne likened Adobe's process to flipping a light switch and having everything come on at once. He emphasized that it's not the right approach for every company, but that it can work well for a company whose deployment schedule allows for fully planning and testing at all levels before going live.

Because IdentityIQ is designed to be easy to deploy using out-of-the-box interfaces and well-defined business processes, Adobe was able to make the transition from their previous system without extensive custom development, saving both time and money. The Adobe and Qubera Solutions deployment team were able to have the new system up and running in a matter of months, rather than laboring through the one- to two-year deployment turnaround that's typical of many identity and access management systems.

Lessons learned

Adobe's IT organization recommends the following best practices to help companies in similar situations ensure a smooth transition, enjoy a successful deployment and enjoy an effective long-term implementation.

Build trust with management before you start

In a situation like Adobe's, where the move to a new solution was motivated solely by solution end-of-life issues and not by any particular problem area that needed to be addressed, having upper management's trust in the IT team's decisionmaking is crucial to moving forward quickly. "They were sold on the business case for SailPoint, but just as important, they had full confidence in those of us leading the IT team and our ability to make the best choice, based on other successes we have had over the years," says Lavigne. "When you're talking about a situation where the current product is working well, and there's no compelling circumstance to affect the solution choice, your decision making autonomy will inevitably be based largely on the trust and confidence that you've already earned from management."

Develop internal resources to support deployment

Adobe was happy to rely on the extensive deployment expertise of SailPoint and Qubera Solutions to get IdentityIQ into place, but also enjoyed the freedom to develop its own internal resources to help support the rollout. "When we went through our previous identity and access management implementation, we had no internal identity management developers and we relied entirely on Sun Professional Services," recalls Lavigne. "By including internal support resources in the process this time, we ended up with a well-rounded implementation team of solution provider, systems integrator and internal group that worked together very effectively to keep deployment costs low and deliver a satisfying experience for us." SailPoint's out-of-the-box user interfaces and business processes helped by simplifying deployment and making it easy for internal resources to engages.

Featured SailPoint Capabilities

FEATURE	FUNCTION
Lifecycle Event Management	Automates changes to access across the lifecycle of a user (e.g., onboarding, promotion or transfer, offboarding) based on configurable event triggers
Process Assembler	Dynamically constructs individual workflow instances based on predefined business processes each time a change to user access is initiated
Identity Warehouse	Centralizes identity data across resources in the datacenter and cloud to provide the foundation for identity compliance and lifecycle management
Policy Catalog	Defines, detects and enforces policy during access request, certification and provisioning processes
Role Modeler	Mines, models and manages roles to align access privileges with job functions
Provisioning Broker	Orchestrates changes to user access across multiple "last-mile" changes processes, including automated provisioning systems, help desk applications and manual fulfillment by IT admins
Provisioning Engine	Provides real-time provisioning of access and password changes to managed resources. Offers out-of-the-box connectivity to over 50 systems for rapid deployment and a toolkit for building connectors to custom systems.
Provisioning and Service Desk Integration Modules	Provides out-of-the-box integration with many of the popular 3rd party provisioning and help desk applications to manage changes to user access, IdentityIQ

About Qubera Solutions

Qubera Solutions is a boutique systems integrator delivering value-driven consulting and technology solutions. Qubera Solutions provides subject matter expertise in User Provisioning, Web Access Management, Federation, Role Lifecycle Management and Access Certifications, Directory Services, Identity and Access Governance, Enterprise Application Integration and Enterprise Portals. With over 50 years of combined experience in Information Security, Qubera has delivered over 200 engagements worldwide. Their Rapid Engagement Model (REM) allows them to meet critical timelines and deliver quick ROI to business stakeholders. Qubera Solutions is headquartered in Redwood City, California with subsidiaries in the UK and India.

About SailPoint

As the fastest-growing, independent identity and access management (IAM) provider, SailPoint helps hundreds of the world's largest organizations securely and effectively deliver and manage user access from any device to data and applications residing in the datacenter, on mobile devices, and in the cloud. The company's innovative product portfolio offers customers an integrated set of core services including identity governance, provisioning, and access management delivered on-premises or from the cloud (IAM-as-a-service). For more information, visit www.sailpoint.com.