



Customer Success

Western Union Centralizes Identity with SailPoint

Overview

For over 160 years, Western Union has been a staple of the American economy. Since the “Old West,” they transitioned from a telecommunications giant, delivering telegrams across the country, into the money transfer corporation we know today.

Challenge

For years, Western Union had used various identity management solutions but could not find one that would scale to their needs and become the fully-fledged platform they required.

Solution

With SailPoint, Western Union was able to gain full visibility of all their mission-critical applications (with more on the way) for all their users, while saving both time and money.



For over 165 years, Western Union has been a staple of the American economy. With a long history of innovation, they transitioned from a telecommunications giant, delivering telegrams across the country, into the money transfer leader we know today. With the advancement of technology, new challenges have arisen that required Western Union to change and adapt, and identity governance has been one of those challenges. Before SailPoint, anyway.

Identity and access management (IAM) has been present at Western Union for seven years, but they faced multiple challenges with their previous vendors. Like many others, when Sun Identity Manager was sunsetted, the corporation was forced to find a new solution. They settled on a combination of four vendors to provide the full scope of functionality required.

When Mark Routh, Senior Manager of Identity Security Operations at Western Union, joined a little over a year ago, he found that the four products they were using to solve their IAM needs were not cost-effective, and not providing the integrated functionality that Western Union needed in their Identity Security solution. While SailPoint was already implemented for Western Union's compliance needs, they opted to migrate, deploying IdentityIQ as the sole identity governance solution for the enterprise.

Staying On-Schedule

For a corporation as large as Western Union, time – and capability – is of the essence. They needed to implement and then migrate hundreds of applications, within one year of the initial project date, and SailPoint delivered.

By the end of the first six months, Western Union had deployed IdentityIQ and successfully migrated 81 applications from the old system for their 20,000+ users. By the end of the first year, they expect to have a remarkable 600+ applications integrated.

“One of the key benefits to our implementation, was the availability of an implementation team that had a strong background in the SailPoint IIQ application. We immediately saw the benefits of adding the SailPoint Professional Services team to the project to do some of the heavy lifting,” says Routh. “We were able to stay completely on-schedule through our go-live date and have remained on schedule with subsequent deployments since then.”

“With the power of identity, we’re able to spend our time focused on the business of IAM instead of simply supporting our applications.”

Mark Routh
Senior Manager of IDM Relations,
Western Union

Getting the Full Picture

Although the full integration with SailPoint is still in the works, Western Union has already seen great improvements in their identity governance processes with the applications that have been integrated thus far. IdentityIQ receives all the identity information into a single identity cube™ and warehouse, giving the IT team full visibility into who has access to what. They are then able to easily report who has access for re-certification, as well as quickly and efficiently de-provision access as a result of the increased oversight provided by IdentityIQ.

Human errors are a fact of running a business, but Western Union is able to better protect against them with IdentityIQ. They are able to check a user’s access against the application as the source of truth to

see what exactly was provisioned and thus can easily reconcile between what was requested and what was granted. “With the power of identity, we’re able to spend our time focusing on the business of IAM instead of simply supporting our applications,” says Routh.

Garnering Enthusiastic Support from the Business

Perhaps the best part of the implementation of IdentityIQ at Western Union, however, is the lack of friction for the business user.

“Our users love it. IdentityIQ is very responsive which makes access requests much quicker,” states Routh. During the migration from the old system to IdentityIQ, they still have some applications that must be managed from the old system. “It’s sort of a blessing in disguise that we have to use both systems concurrently, since we can easily tell the gains in efficiencies we’ll receive once SailPoint is completely implemented.”

As Western Union continues adding new applications across the enterprise, Routh’s team has already been inundated with requests to integrate even more applications into SailPoint so the business can benefit from all that IdentityIQ has to offer.



About SailPoint

SailPoint is the leading provider of identity security for the modern enterprise. Enterprise security starts and ends with identities and their access, yet the ability to manage and secure identities today has moved well beyond human capacity. Using a foundation of artificial intelligence and machine learning, the SailPoint Identity Security Platform delivers the right level of access to the right identities and resources at the right time—matching the scale, velocity, and environmental needs of today's cloud-oriented enterprise. Our intelligent, autonomous, and integrated solutions put identity security at the core of digital business operations, enabling even the most complex organizations across the globe to build a security foundation capable of defending against today's most pressing threats.

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