

Federation Case Study. Global Manufacturer.

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Section 1

The Problem

The “As-Was” Environment

- Large, incompatible regional web access management (WAM) infrastructures
- Numerous solution sets for SSO across “domains”
 - Intra-Regionally
 - Inter-Regionally
 - External Partners
- Increasing demand for global solutions and effective integration with partners
- Supporting projects further complicating and impacting existing SSO arrangements
- Major separation announced with yet to be determined impacts

Varying Technical Solutions

- Numerous disparate solutions
 - “Agent” deployments at partner sites
 - Reverse proxy solutions to partner sites
 - Custom CGI and Java components
- High operational complexity
 - Cost
 - Responsibility for solution (serving content to establish SSO)
 - Nothing standards based
- Difficulty establishing playbooks and streamlining implementations due to custom nature of solutions

Section 2

The Approach



Strategy & Roadmap

- Took a step back and researched the various needs of SSO within the organization (current & future)
- Evaluated existing solutions and future needs
- Determined best-fit approach for Federation for the organization
 - Centralized implementation
 - Offer Federation as a service
 - KEEP IT SIMPLE at first, expand offering later
- Also used this as an educational opportunity to the organization

Strategy & Roadmap

- Identified & prioritized initial Federation candidates
- Focused on pain points as a method to establish base infrastructure
 - Global initiatives
 - Costly custom solutions
 - Vocal partners seeking Federated connections
- Identified future strategic opportunities for Federation
 - Upcoming projects
 - A utility for separation activities
 - Simplification, cost savings, and partnership opportunities

Proof of Concept

- Concurrently built POC using multiple vendor components
- Provided the following benefits:
 - Decision makers could actually see Federation in action (mock-up portals for higher effectiveness)
 - Decision makers could see how quickly such a solution could be put in place to meet multiple needs
 - Proved interoperability different vendor products adhering to standards
 - Effort served as initial evaluation of multiple vendor Federation services offerings, better facilitating rapid product selection
 - Further increased buy-in to the strategy and roadmap

Executive Communication & Justification

- Developed executive summary of the POC, strategy, and roadmap
- All new projects/investments required CIO buy-in
- Summarized how Federation will help with current pains points as well as how it may be leveraged as a strategic forward-looking technology
- Focused on simplification, decreased costs, & extensibility
- Approval was swift, and implementation planning soon followed

Section 3

Integration



Internal SSO

– The Problem

- Global initiative required major WAM upgrade
- Certain upgraded components were not and would not be available
- Moving forward with upgrades would break long-lasting internal SSO functionality
- Decision was made to move forward with upgrades anyway
- Complaints followed

– The Federation Solution

- Rather than waiting for updated components from the vendor Federation was chosen to fill the gap
- Established a Federated connection enabling key portals to modify existing links to impacted applications
- Modified links directed requests through Federated service, which established necessary legacy sessions

Time & Expense

– The Problem

- External partner-hosted T&E reporting application
- SSO from Employee portal established via reverse proxy mechanism
- Additional overhead of reverse proxy solutions causing performance and content delivery issues
- Vendor had and wanted to leverage Federated capabilities

– The Federation Solution

- Worked with vendor to determine standards in use
- Established Federation connection to provide SSO
- Initial connection established in days
- Eliminated overhead and operational hassles of reverse-proxy
- Seamless cutover and integration into Employee portal

Supplier Portal

– The Problem

- Global supplier portal had a legacy SSO integration into the company
- Vendor costs for custom solution were high
- Custom solution was difficult to maintain and troubleshoot
- Separation activities required changes to the existing solution

– The Federation Solution


- Chose conversion to Federation rather than duplicating custom solution
- Extended existing centralized Federation infrastructure and enabled for a new domain
- Eliminated support and M&E costs associated with custom solution
- No change or impact to end users

Section 4

Next Steps

Moving Forward

- Now that a centralized Federation solution is available new targets are surfacing and strategic targets are being evaluated
- Elimination of all reverse proxy solutions
- Removal of agents deployed to partner environments
- New business partners
- Federation as a light-weight utility to facilitate domain name migration resulting from separation
- Low-impact tool to enable SSO without full WAM integration
- Some challenges still exist, namely getting all partners to adopt the technology and standards
- Lightweight, low-cost solutions are breaking down this barrier



Federation is an essential tool to the enterprise, usable in both tactical and strategic situations and should be of any IdM offering.

Federation can be used to enable business with partners AND internal to the organization

Federation offers the opportunity to centralize and simplify similar, custom solutions that are costly to operate, enhance, and maintain.