

SUCCESS STORY

Identity Automation Bridges the Gap Between the Coasts

BELO Corp.'s implementation of Identity Automation's ARMS and DSS solutions for identity management has allowed their IT staff to manage a nationwide network efficiently and effectively by distributing system responsibilities, while maintaining central oversight.

INDUSTRY

- Commercial

LOCATION

- United States

USER BASE

- 2,700

SOLUTION

- RAPIDiDENTITY

- DSS

- ARMS

BENEFITS

- Automated Provisioning

- 90% Reduction in Manual Processes

Dallas Texas based BELO Corp. (NYSE:BLC) is one of the nation's largest publicly traded television companies, operating 20 TV stations in 15 different cities nationwide. Managing an information system with approximately 2,700 users spread out between so many locations can be a daunting task. The home office still needs to retain oversight for reporting and compliance, but doesn't need to be tied down by the day to day maintenance of user accounts at each site. A solution that bridged the gap between the requirement of documentation and the flexibility of a single site to act efficiently was needed.

After completing a major restructuring of the organization the management began a process of auditing their current information systems, looking for opportunities to improve overall efficiency. The identity management (IDM) system in place was selected as key system that needed review and possible replacement. The leadership at BELO has an excellent understanding of what benefits a functional and properly maintained IDM system can provide, they however felt that the current legacy system would no longer have the ability to keep up with future needs.

"When we took a look at our identity management

system, the only words that adequately described it were 'outdated' and 'complex.'", states Brenda Buckalew, the Sr Director of Technology—Enterprise Systems for Belo Corp.

The IT staff was seeking to replace a system that was no longer fully functional, was maintenance intensive, and did not provide connectivity with newer systems that BELO was looking deploy. BELO required the new IDM system to streamline the management of identities, synchronize passwords to provide simplified sign on capability, and automate the provisioning and deprovisioning of user accounts to key internal systems. The final requirement that BELO was placing on the new IDM system was speed of implementation, they were doing their best to avoid a one year plus time line that most IDM vendors were quoting to fully deploy a solution.

Identity Automation offered a solution that met each requirement and provided an implementation time line that was only six weeks in length from start to fully functional delivery. This massively truncated installation time was only possible through a deployment methodology developed by Identity Automation and aptly named RAPID iDENTITY. Based around configurable drivers whose pre-built logic



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interfaces with many common business applications and allows each phase of the project from assessment to delivery to be accelerated.

While RAPID iDENTITY was able to meet the time-frame that BELO required, it was a suite of tools developed by Identity Automation that provided the IDM solution. The Data Synchronization System (DSS) provides the behind the scenes automation of IDM functions. DSS draws on the HRMS as an authoritative source for users and provisions accounts into downstream resources. For BELO these resources included multiple Active Directory trees, covering email, file and print sharing, and their time management software. As the HRMS was updated with each new hire or with every employee departure, the systems that users needed were provisioned or deprovisioned automatically as needed.

In addition, BELO chose to have the Account Management and Sponsorship modules of the Access Request Management System (ARMS) integrated into their IDM infrastructure. ARMS is a suite of tools designed to give end-users delegated access to different facets of the identity life cycle. With the Account Management Module, end-users are able to view and update their account profile and have self-service access to reset their passwords. Because ARMS is fully integrated into the broader IDM infrastructure through DSS these password and profile changes resync with all other connected systems in real-time, ensuring that the most up to date information is available system wide. Department managers are given the ability to view and maintain the profiles of their team members. Identity Automation

also created custom delegations within ARMS that grouped each TV station together as a group and granted oversight of the user accounts within the group to an on site administrator.

The Sponsorship Module of ARMS gives the staff at each station a quick method of provisioning interns and contractors with access to systems they need to complete their duties without requiring IT staff to manually enter them into each system. This is accomplished by delegating a number of 'Sponsors' at each location who can leverage the Sponsorship Module to act as the authoritative source for the accounts created. These sponsors are responsible for creating the accounts, attesting to the rights of the account, and expiring the accounts when they are no longer needed.

Identity Automation was able to deliver an IDM solution that increased system efficiency, while reducing staff workload and the need for manual touch points in the creation and provisioning of user accounts. Identity Automation was able to further reduce the workload on the IT staff by offering the solution as a managed service, a service whose total cost of ownership on a yearly basis was less than the licensing fee of their previous IDM solution. With ARMS and DSS deployed and managed by Identity Automation, BELO can, according to their Technology Director, *"Concentrate on the user experience and not day to day maintenance of the application."* When the IDM solution is tailor fit and properly implemented, organizations can go about the business of business, focused forward, knowing that their systems are working for them and not against them.

BENEFITS

- Compliance assurance
- Process automation
- Improved service levels
- Cost reduction
- Reduced risk

OUR VALUES

- Trustworthiness
- Respect
- Stewardship
- Perspective
- Service

DIFFERENTIATORS

- Rapid Implementation
- Rapid ROI
- Simple to use
- Affordable



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