

# When security matters, people count



**We need a passport and sometimes even a visa in order to access other countries, could you treat your systems and data in the same way?**

One of the first steps to successfully providing cyber security to your organisation is to be sure about who has legitimate access to which areas of your digital domain. Effectively controlling this leads to both a reduction in internal risks as well as accidental data losses. Integrating security controls and user accounts can breathe life into old systems that are on the border of failing audit and compliance requirements, giving your organisation time to plan a successful replacement.

**Within the digital world**, relationships are managed as identities. Typical identity-related services include user registration and authentication, managing user rights, controlling access to

resources, and auditing user activities. These services add up to the “Identity and Access Management” (IdAM) function that is often considered an arcane, technological minefield within the IT world. Given the specialised technologies that need to be used to make identity secure and convenient, this is not unreasonable. This focus on complexity obscures the point that identities and the relationships they represent perform a vital business purpose. If an organisation is to develop processes that meet its true business needs and to manage relationships properly, it must understand the strategic importance of those relationships. Doing so also avoids severe business, governance and technical problems.

**People matter, results count.**

“It is important to always have the confidence that systems and data are only accessible by the correctly authorised people.”

**Capgemini helps** its clients build, convert, maximize or extend their Identity and Access Management (IdAM) systems to ensure that people have access to the data and systems they require, when they require it and for as long as necessary. Similar to a passport system, some people and partners will have access to your organisation’s confidential information, some just have access to visit and some will need a case by case “visa” for access to certain areas of your systems or data. It is important to always have the confidence that systems and data are only accessible by the correctly authorised people.

**Our overall approach** is to optimise the cost-benefit of IdAM services by encouraging re-use and integration:

- Enterprise-wide – reduce per application IdAM costs by spreading them over many applications within an organisation
- Cross-enterprise – reduce IdAM costs still further by supporting identity federation across industries and even whole nations
- Cross-provider – reduce costs on the provider side by adopting existing frameworks, services and best practices to make IdAM less complex

**Capgemini can assist** organisations in optimising their IdAM processes, performing tasks such as:

- Return on Investment (ROI) analysis of IdAM infrastructures
- IdAM strategy and enterprise architecture
- Business process integration between IdAM and surrounding enterprise processes
- Planning Governance training
- IdAM proofs of concept and product selection
- Full roll-outs of IdAM infrastructures across the enterprise
- Exploitation – integrating complex application landscapes with IdAM infrastructures

**With the move to the cloud**, it becomes crucial that the identity of the people accessing your internal as well as your cloud hosted systems is known and linked, such that an impersonation becomes unfeasibly complicated and people changing roles or leaving your organisation have their access corrected quickly. Appropriate control and logging ensures that any attempted misuse is quickly identified and alerted upon.

**Extending your team**, Capgemini delivers from our experience gained over many successful implementations. This, with our vendor neutrality, ensures that you have the answers you need to select the correct products that we can together build into a system that fits your organisation’s culture and methods of working. We can work with you to deliver everything from the culture and process change within your organisation, the architecture and through to the implementation and on-going support of the solution. Capgemini has worked with, and contributed to, many of the latest security standards, including SAML, XACML, SPML. We also work with leading IdAM tools from vendors such as Oracle, IBM and Microsoft. We are large enough to partner with all the major vendors without being tied to any one of them.



**Industry standard frameworks**, such as TOGAF9 in the enterprise and solution architecture spaces, can and should be used in the IdAM space as well. Project management frameworks such as DELIVER are also applicable to IdAM. This may sound trivial but, by avoiding unnecessary “innovation”, we ensure that IdAM benefits from good IT practices that are effective in other fields.

**Capgemini is an international leader**

in the application of cross-enterprise IdAM. It has real-world experience of leading-edge use cases such as:

- Design and operation of national scale applications that can federate identity from multiple source organisations
- Integrating applications into national identity infrastructures such as the UK Government
- Gateway
- Orchestrating identity-aware business processes across multiple cloud based providers

**Capgemini has distilled** its experiences from previous engagements into a lightweight set of skeleton deliverables to accelerate new engagements. This approach results in the following benefits:

- Improved sponsorship and governance, as these projects often fail without senior sponsorship.
- Improved project success rate through reduction of risk and complexity, an architectural approach helps to identify risks and issues earlier in the process, as well as a better understanding of the impact, cost and risks of change.
- Reduced operational expenditure through consolidation of services, generally Service Desks and legacy type applications benefit most from an IdAM solution.
- Effective use of IdAM tools, our close relationships with leading IdAM product vendors means we can recommend products and build IdAM infrastructures quickly and effectively.

- Industry leadership, Capgemini is a significant contributor to the Jericho Forum’s new identity principles, and sits on the OASIS technical committees for new standards such as XACML and SPML. This allows us to see important new trends early on, and to help clients prepare for them.

**We can deliver** to any scale, as we have done for national businesses through to large global manufacturers and major logistics companies. Would you like to join them in having a global portal that all your suppliers, dealers and customers can use with trust? Seamlessly linking those groups with the correct systems and functions in your organisation to streamline the process from initial query to fulfilled order.

“We can work with you to deliver everything from the culture and process change within your organisation, the architecture and through to the implementation and on-going support of the solution.”





## About Capgemini

With more than 120,000 people in 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2011 global revenues of EUR 9.7 billion.

Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Learn more about us at

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