

# Global Automotive Company Case Study

## Stability, Capacity & Performance Enhancements for Enterprise Identity Management

### Client Overview

#### Key Issues:

- 7 major outages on the new IDM platform, resulting in the roll back of a major application to the Legacy IDM platform
- Unable to determine root cause of incidents
- Unable to retire legacy IAM system, which increased TCO and resulted in a material budget override
- Weak Governance and “stove-pipe” Operational processes
- Needed improved stability and performance to restore Line of Business confidence in the platform, as well as with the IAM team



### How Our Consultants Helped

#### IAM Stabilization and Lift & Shift

- Establish a Governance Model spanning client stakeholders and key vendors to improve communication, execution and fastpath escalations
- Triage baseline environment with an IAM “A” Team – *Best of the Best*
- Tune the Access Management platform & patch to currency
- Create a Test Harness for baseline IAM environment
- Lift and Shift Apps to an Active/Active, Multi-Data Center configuration
- Codify User Test Scripts (900+) and set up automated Test model (spanning Unit, Integration, Performance & UAT), working with client’s *Center of Excellence Test* team
- Implement predictive monitoring
- Migrated 140 Corporate Applications to new platform



### Results

- No unscheduled outages since the 140 Corporate Applications were migrated
- Alleviated concerns that the product could not perform to specifications
- Root Cause analysis – 4 key issues: lack of testing to identify bottlenecks; improper tuning/patching; silo’s of communication; inadequate subject matter expertise engaged on initial product deployment
- Brought insight to the Application Owners for performance design improvements
- Pro-active system monitoring processes activated
- Client decommissioned the Legacy IAM system – which reduced Total Cost of Ownership and improved stability and performance
- Established confidence with the Business