

# The Case for Quest® One Identity Manager

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How Four Organizations Simplified and Transformed  
Identity and Access Management

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# Introduction

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Identity lifecycle management, including workflow, role management and attestation, can be an overwhelming task. To ensure system security and achieve compliance with regulations and internal policies, you need to carefully manage employee identities and access in your environment. However, traditional identity and access management (IAM) frameworks are expensive, complex and require extensive time to deploy and implement. For this reason, you may consider a framework “nice to have,” rather than realistically attainable. To get by, you may be using disjointed sets of system- or task-specific tools, or relying on manual processes and manually-enforced policy and security practices. But without careful oversight of identities and their access, your systems and data are vulnerable.

In most organizations, the IT department drives identity and access management based on its budget and resources, rather than business processes and objectives. This may create a “disconnect” between the functionality that users need to stay productive and what the IT staff thinks is affordable and best for the organization. And because users and IT often don’t speak the same language, IT’s response to requests for additional IAM functionality may result in a plethora of expensive, complex and inadequate tools and systems.

Quest Software offers an affordable, easy-to-deploy solution to streamline the process of managing user identities, access privileges and security –Quest One Identity Manager. Quest One Identity Manager enables you to flexibly create an automated, secure and efficient IAM platform that meets your business needs, as opposed to a solution based only on your IT capabilities. This innovative tool addresses your major IAM challenges with a fraction of the complexity and expense of “traditional” solutions.

Below you will read about some of the organizations that have deployed Quest One Identity Manager and transformed IAM from an expensive, time-consuming and complex custom project to a streamlined, business-optimized and rapidly-deployed configuration exercise.

# Financial: Luzerner Kantonalbank AG

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Luzerner Kantonalbank AG is one of the ten largest banks in Switzerland. It has also made a name for itself internationally in private banking for integral financial consulting. For transparent and automated identity and asset management, the bank relies on Quest One Identity Manager.

The bank decided to deploy Quest One Identity Manager to consolidate all of its identity data into one database, eliminating the need for an outside service provider. This consolidation would provide the bank with total control and access to all of the data in the database, and enable it to make changes to the configuration without involving a service provider.

The bank was also eager to increase transparency and improve efficiency for the bank's IT staff and other employees. By increasing automation through defined workflows, Quest One Identity Manager would dramatically reduce the time required to complete processes previously done by hand.

With Quest One Identity Manager, Luzerner Kantonalbank has successfully reduced IAM complexity, as well as standardized its IT landscape. The bank now has greater transparency and control of its data, and has achieved other benefits as well.

Quest One Identity Manager was able to replace the bank's expiring help desk solution with its integrated help desk capabilities, eliminating a major application from its system. Quest One Identity Manager has now automated the bank's first- and second-level support. When a ticket is created by the user, specific information can be entered, such as a problem description, the degree of difficulty or the escalation level. Ticket messages are sent via an easy-to-use web front-end and can be forwarded for processing or returned for resubmission. Quest One Identity Manager even records a time sequence of the steps taken to solve each problem, tracing the procedures followed by each person who receives and responds to a ticket.

Quest One Identity Manager's automated, paperless application and approval processes have improved and accelerated service for end users. Employees at the bank use Quest One Identity Manager's IT-Shop to request authorizations for, and order hardware, software and services. Using automated workflows, orders can be approved or rejected by authorized employees. This replaces the paper-based application procedures previously used, simplifying and accelerating the ordering process.

Luzerner Kantonalbank uses Quest One Identity Manager's internal cost allocation and reporting capabilities to monitor and optimize IT costs. Prices can be entered for each purchase (such as hardware, software or disk space) or service; departments are automatically invoiced based on cost or usage.

Finally, Luzerner Kantonalbank's administrators required no special training sessions on Quest One Identity Manager; they were able to learn everything they needed to know on the job thanks to the product's intuitive interface, easy-to-understand documentation and comprehensive online help, along with friendly assistance from the support team at Quest.

# Transportation: üstra Hannoversche Verkehrsbetriebe AG

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üstra Hannoversche Verkehrsbetriebe AG (üstra) is now the highest performing local public transportation system in Lower Saxony. Each year, üstra vehicles carry around 152.5 million passengers and cover a distance equivalent to 931 trips around the globe. For help reducing costs by automating IT administrative tasks, üstra turned to Quest One Identity Manager from Quest Software.

With the opening up of the local market for public passenger transportation, üstra was facing new competition. To survive in the market, üstra recognized it needed to develop more competitive cost structures and make more effective use of its IT resources.

In particular, üstra needed to control its growing IT administrative costs. With an ever-growing number of PCs but only eight IT staff members, üstra recognized that manually administering the IT infrastructure was simply no longer feasible or cost-effective. Therefore, üstra decided to look for a system to automate a portion of the administrative tasks.

With the help of Quest Software, üstra began planning for automated IT service management using Quest One Identity Manager. First, the organization standardized much of its IT environment: the servers were migrated from Windows NT4 to Windows 2003 with Active Directory 2.0 as the directory service and Exchange as the mail system, and the clients were upgraded from Windows NT4 to Windows XP.

Today, üstra relies on Quest One Identity Manager to administer approximately 2,000 employees, 1,000 PCs, and 80 servers at ten locations. The organization uses a wide range of Quest One Identity Manager capabilities. First, Quest One Identity Manager's identity management and user provisioning capabilities are used to assign rules for each employee, controlling their network and application access. These rules were integrated into Quest One Identity Manager by connecting to the organization's ERP systems, which contain employee information such as department and cost center. Using Quest One Identity Manager's role-based identity management has eliminated the need for manual permissions assignment, and has enhanced system security by ensuring appropriate access for each employee.

Quest One Identity Manager's hardware and software management capabilities enable üstra to automatically install or uninstall software applications on employee PCs through the network, previously a manual task. This not only reduces IT workload, but because all PCs now have up-to-date security patches at all times, security is significantly improved.

Quest One Identity Manager's license management capabilities are particularly useful to üstra because of the broad range of software used in various departments—from basic office applications to special software for lighting systems for the electricians, software for making keys in Facility Management or special rail-maintenance software. With Quest One Identity Manager, the IT staff now has a complete and accurate inventory of the software and licenses in use throughout the company, and can easily manage different types of licenses, such as company-wide and single-workstation licenses. This protects üstra from the unnecessary costs of excess licensing. Quest One Identity Manager also documents each change in the quantity or use of the licenses, which not only reduces IT workload but improves legal accountability.

üstra also relies on Quest One Identity Manager's Help Desk functionality, which centrally coordinates and processes service support and delivery requests. Current information about organizational structure, users, systems and configuration are available at all times.

To further cut costs and improve efficiency, üstra uses Quest One Identity Manager's employee self-service capabilities. Working from simple, standardized forms, employees can manage and update their own data, such as address, telephone number, e-mail address and passwords. They can also request other information and services or order IT products, such as scanners, printers or additional storage. Based on pre-set authorization rules, requests are automatically accepted, rejected or forwarded to the appropriate manager for approval. If approval is granted, the remaining steps in the process are also completed automatically. Transparency of services and the costs involved enhance employee cost

awareness; for example, if an employee requests an expensive graphics software package, a less expensive alternative product can be suggested.

Finally, üstra uses Quest One Identity Manager's cost management capabilities to display IT costs transparently, not only to the service provider (the IT Department), but also to the customers (departments or individual employees). IT costs are then invoiced to each cost center on a usage basis. Each department can monitor its expenditures for IT services and compare the actual costs to its target costs. This helps departments identify areas in which expenditures can be reduced.

üstra credits Quest One Identity Manager with transforming its IT department into a high-performance service provider. Now, PC support boasts a support ratio of only one employee for each 300 PCs. Quest One Identity Manager has not only automated routine tasks and decreased administrative workload, but delivered improved service to employees, exceeding üstra's expectations.

# Education: City of Munich

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The Ministry of Schools and Cultural Affairs of the State Capital City of Munich (LHM) is responsible for all of the community concerns associated with education. This includes not only vocational schools, high schools, junior high schools, elementary schools and schools in special education, but also day care centers, after-school centers and day nurseries, along with the sports authority.

Computers had been procured for Munich schools on a regular basis since the 1980s, resulting in a heterogeneous and at times chaotic collection of systems. In 1999 it was decided that the IT landscape in Munich's schools would be standardized, and that IT would move toward a holistic approach to systems management, with as much automated administration as possible.

The project needed to cover 160,000 pupils spread out at more than 400 locations in the educational network and another 14,000 users in the administrative network (administrators, teachers and daycare providers), for a total of approximately 14,000 client PCs and 350 servers. All schools needed to be offered a uniform quality of administration and functionality to ensure problem-free instruction, and the entire system had to be able to be continually administered by a handful of employees.

Quest One Identity Manager was selected as the solution platform because it integrated easily into LHM's mixed Windows/Linux environment. Also, Quest One Identity Manager automated and accelerated administration processes, so just a few employees are required to administer the entire system.

Quest One Identity Manager has improved the productivity of both IT staff and end users at LHM. With its identity management and user provisioning capabilities, just a few employees can administer all user accounts, roles and authorizations—including some 2,500 clients and 270 servers—from a central location. Processes for provisioning, reprovisioning and deprovisioning users are automated, eliminating manual effort and reducing error. This applies not only to user accounts, but also to any linked home directories, user profiles and mailboxes. Because of the intuitive web front end, teachers can complete all of the necessary work themselves without any need for elaborate prior instruction, eliminating the need to hire and train additional staff on a limited public budget. And end users now can manage their own passwords, thanks to the integrated password management functionality.

Quest One Identity Manager saves LHM even more time and money by automating software management. Quest One Identity Manager's desktop management capabilities package software, distribute it to users' PCs, install it and uninstall obsolete versions. By importing asset data directly from applications on the central system, Quest One Identity Manager can also automate additional processes, such as repairing, moving, swapping and scrapping assets.

Quest One Identity Manager is so valuable to the Ministry of Schools and Cultural Affairs that its use is to be expanded to all clients and servers. The ministry will soon introduce Quest One Identity Manager's license management capabilities, which will help protect against license shortages or excesses, as well as document the use of licenses to minimize legal risks. This license management functionality will be especially valuable to LHM because of the wide variety of special software used in the vocational schools.

# Government: Bayerische Justiz

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The justice system in Bavaria, Bayerische Justiz, comprises a total of some 12,000 judges, district attorneys, judicial officers, judicial administrators and staff. When the justice system needed an automated ordering system, automated user provisioning and user self-service functionality, it turned to Quest One Identity Manager.

The entire IT infrastructure of the justice system in Bavaria needed to be modernized and prepared for electronic legal transactions. The initial process for ordering equipment and supplies was manual: the authorities completed an order table for the basic equipment in Excel; this table was reviewed and amended by the joint IT office at Bayerische Justiz and then forwarded to the installer. While this manual process was sufficient for ordering the basic set of equipment, it was inadequate for individual orders or changes following the rollout—the ordering process needed to be automated and simplified.

Accordingly, Bayerische Justiz compiled requirements for a web-based system for ordering products and services, as well as a more sophisticated approach to identity management. This approach would include self-service functionality so that employees could maintain some of their personal information (such as their telephone extension and fax number) in Active Directory, and be able to reset their own passwords.

Quest One Identity Manager met all of these requirements. Now, each of the approximately 12,000 employees is mapped into the organizational structure with an assigned department and role that controls permissions. This has not only virtually eliminated manual provisioning work by IT, but has also enhanced security by ensuring that employees have access to only the information and applications they really need.

Quest One Identity Manager also delivered an automated ordering system; based on their assigned roles and privileges, an authorized employee can now independently launch changes and orders for PCs, hardware, peripheral equipment and other assets using a shopping cart accessible to that employee alone. Administrators can mandate that the employee supply a reason for the purchase request for certain products but not others, and the approval process is an automated workflow that records the reasons for authorization or rejection.

The ordering system offers complete transparency: the employee placing the order can see the status of the approval process, and the parties approving orders can see which orders remain to be processed. There is no need to install additional software on the users' PCs—the service portal is offered as a web application. The automated system lightens the burden on administrative personnel while noticeably shortening the lead time required for orders and approval processes, enhancing employee satisfaction.

Quest One Identity Manager also provides self-service functionality. A user who has forgotten his or her password simply asks a colleague to open the Quest One Identity Manager web site and then answers a challenge question with a previously recorded answer. Quest One Identity Manager then resets the password for the account immediately.



# Conclusion: Quest One Identity Manager Simplifies Identity and Access Management

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Quest One Identity Manager can powerfully streamline and automate the management of your user identities, access privileges and security – making identity and access management simpler than you ever thought possible.

Just like the four organizations described in the previous cases, your organization can rely on Quest One Identity Manager to:

- Achieve identity and access management objectives with less money and effort
- Provide employee access to applications, platforms, systems and data enterprise-wide and throughout the lifecycle of the employee identity
- Deliver identity and access management without expensive customization and consulting services
- Provide “codeless” provisioning of any and all resources across the entire enterprise
- Ensure user and resource provisioning is driven and managed by your business needs as opposed to technology limitations or capabilities
- Enable authorized employees to manage identity lifecycle processes through self-service without having to involve IT resources
- Incorporate workflow, attestation and separation of duty capabilities that are often lacking in IAM solutions to achieve compliance, security and efficiency

For more information about Quest One Identity Manager, visit:  
[www.quest.com/quest\\_one\\_identity\\_manager](http://www.quest.com/quest_one_identity_manager)

## About Quest Software, Inc.

Quest simplifies and reduces the cost of managing IT for more than 100,000 customers worldwide. Our innovative solutions make solving the toughest IT management problems easier, enabling customers to save time and money across physical, virtual and cloud environments. For more information about Quest go to [www.quest.com](http://www.quest.com).

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