A Digital Transformation

About the Client

A global wellness company with over 45 million managed identities spread over twelve international markets, and over a million logins per day.

The Challenge

The client had to undergo a digital transformation in order to continue to provide its customers with exceptional online products and services.

They required a flexible IAM solution to integrate with legacy applications, and with newly developed applications designed according to industry best practices.

Additionally, the client faced the following challenges:

- Various legacy systems based on aging technology, all with their own identity management components, couldn't serve as a foundation for a digital transformation.

- Limited staff with more work than they could handle meant that DevOps automation was a critical requirement.

- The existing, disparate identity components had security and compliance gaps that needed to be filled.

- An externalized helpdesk meant that every call from a member had an associated cost and one of the client's objectives was to reduce these costs.
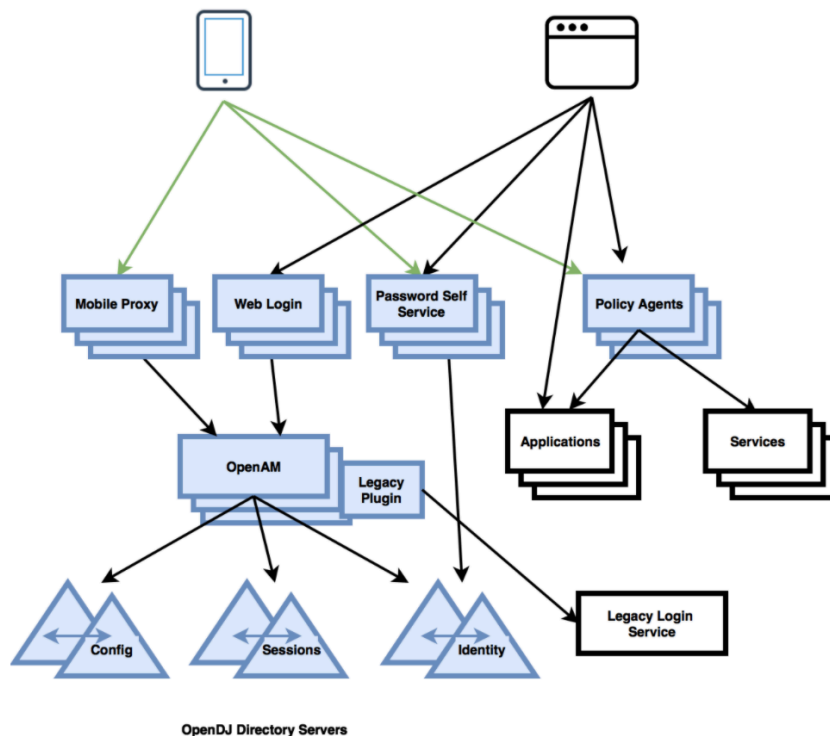
Our Solution

Once Nulli was contracted we immediately engaged with the client and ForgeRock to deliver the solution, with all customizations, in less than six months. The IAM implementation had two distinct phases that Nulli architected for the client. The initial phase focused on bringing the client to a point where authentication and authorization was externalized from the various legacy applications, with all related workflows and use cases expanded and enhanced. This laid the foundation for the initial build-out of the digital transformation project and allowed the company to better understand their requirements before starting on phase two.

Phase two integrated a number of initiatives; a major upgrade of the identity platform to the latest software version, the move to a far more efficient DevOps build and deploy model, and the adoption of decentralized, standards based access protocols for application integration. This implementation lays the foundation for integration of new business models and third party access that will greatly expand benefits for members while maintaining the high level of control and security that is required.

FORGEROCK®

Phase 1

- The initial IAM rollout required a great deal of customization to integrate existing systems, including iOS and Android applications, into the new identity solution.

- Access Management and Directory cloud servers were implemented to handle 45 million identities with over a million login events per day.

- 45 million member identities from 12 backend systems were migrated to the IAM directory without disruption to operational systems.

- A custom proxy was developed to allow existing mobile applications to integrate with IAM without disruption.

- The IAM solution was internationalized into six languages across 12 markets.

- "Step Up" authentication was implemented to enhance security for sensitive portions of a member's online profile.

- IAM Policy Agents protected both applications and services to ease the transition between them.

- The entire build and deployment process was automated using Ansible, fulfilling the "Infrastructure as Code" requirement and making the environment sustainable by a small number of technical staff.


Phase 2

Once the IAM solution was operational, the work of re-architecting the digital platforms got underway in earnest. As the company expanded their offerings with digital experiences developed on many different platforms, the centralized model was replaced with a decentralized, standards-based model built on the OpenID Connect (OIDC) protocol. This change was done in conjunction with an upgrade of the access management and directory software, allowing Nulli to design a more DevOps friendly build and deploy model.

•The entire authorization framework was decentralized using OIDC ID Tokens, allowing local authorization decisions on the applications themselves.

•All applications and micro services can now use standard libraries to examine the supplied authorization tokens, validating them with OpenAM only if required.

•The OpenAM deployment model was radically simplified so that servers can now be created and destroyed in a few minutes, as required by load.

•Third party application and hardware developers now have a secure, standards-based way to access member data. The client sees this as a major area of expansion to enhance their member's online and offline experience.

Ultimately, through Phases 1 and 2, Nulli was able to deliver the following:

•Integrated the numerous back-end application architectures (ASPX, Java, Oracle, etc.) into a single IAM solution, to provide a common user experience as well as remove custom IAM related code from legacy systems.

•Completed DevOps automation of builds and deployment for the entire IAM platform.

•Enabled seamless "reacquisition" of lapsed customer by allowing them to easily find and reactivate old accounts.

•Consolidated and secure Personally Identifiable Information (PII) to ensure HIPAA compliance.

•Provided self-service tools to reset passwords and recover forgotten usernames, reducing help desk call costs and providing a better member experience.

OpenID Connect Provider
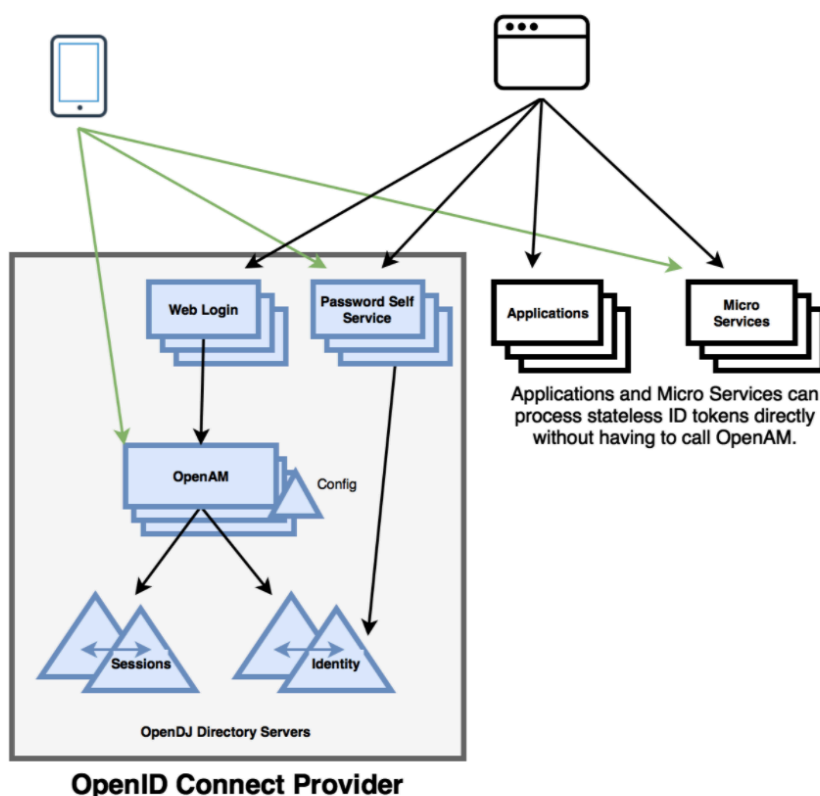
The Benefits

The implementation of the ForgeRock IAM solution was the foundation of the customer's digital transformation and allowed them to modernize and enhance their online offerings. The solution was flexible enough to integrate both legacy systems that could not change, and extremely modern software architectures at the same time. This flexibility allowed for a rapid implementation and simple transition from the initial phase that was more centralized, to the second phase which was more decentralized. All this was done without expanding the staffing required by the customer.

The client now has an IAM architecture that allows growth and flexibility for their own development as well enabling secure third-party integration into their systems to expand and enhance their member's experience.

Need help implementing your ForgeRock IAM solution?

Get in touch with us.