

Case Study

Global engineering company

The Client

Our client is a global engineering, technical and business services organisation providing compliance, risk and technical consultancy services.

Underpinning these services, our client owns and manages a number of IT support tools and systems, including an app that provides real-time information on the status of ships, helping companies remain compliant with regulatory requirements and manage operational risk.

The Solution

Our client elected to assess and test Microsoft's Azure identity tooling (Identity Experience Framework, IEF) as a potential solution, reaching out to Condatis to demonstrate its features and potential value for the app.

Condatis delivered this through a simple envision and planning phase, running a number of workshops to a) illustrate to stakeholders the feature set available in the Microsoft product and b) design a high-level solution architecture and proposal for live implementation. Condatis supported this through delivery of a simple proof of concept app (PoC) that made IEF capabilities real, and so demonstrated value to the client's stakeholders early.

Following success of the PoC, our client engaged us to deliver the entire authentication solution – configuring IEF as the underlying identity management platform.

If you would like to know more about Condatis please contact us:

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The Challenge

To offer clients a modern and efficient digital service, our client set out to update the app to a new version that had to make it easier and more secure for people to access the system and in parallel reduce in-house system administration activities with regards to user provisioning, de-provisioning and other self-service aspects.

Central to this was the understanding that user identity is a “building block” in digital systems – and that getting identity right in the context of this app would provide a firm foundation and framework for future digital apps and services.

The Benefits

Microsoft IEF gives our client an identity solution that offers several benefits:

- Highly secure – abstracting the overhead of securing user identities from IT staff and providing users with high confidence in the system.
- Registration and login is quick and simple – making it easier for users to access the system, providing a user experience that delights, and reducing the burden on IT support.
- Establishes an identity framework – that our client can build-out quickly and easily as it offers more digital services to its users.