

Identity and Access Management Services — powered by Microsoft



Why Identity & Access Management ?

Why should organizations be focused on streamlining their Identity & Access Management Program

Real World Challenges

- **Distributed Workforce** - less visibility & control
- **Miscellaneous Identities** – Need to manage IDs for consumers, vendors, third parties etc
- **Varied Applications** - complexity of managing user identities & access across heterogeneous environments.
- **Inefficient Provisioning** - labor-intensive and prone to human error leading to security consequences.
- **Multiple Access modes** : BYoD, CYoD, COPE, COBO
- **Multiple Passwords** - remembering an increasing number of passwords for applications, multiple calls to IT desk.
- **Regulatory Compliance** - Compliance and corporate governance concerns continue to be major drivers of IAM.
- **Increased Internal Threats**- Uncontrolled super accounts
- **No Access Governance** : Manual error prone access certification

Ideal Solution

- Returns the visibility and control needed for a distributed workforce and miscellaneous identities to the enterprise IT team
- Ease of accessibility to on-premise as well as SaaS resources – applications, servers
- Helps administrators consolidate, control, monitor and simplify access privileges in all distributed environments.
- Fully automates the provisioning and de-provisioning process & enforces strong security policies.
- Defines quick, easy, and secure process to grant and revoke access to corporate applications on employee & corporate-owned mobile devices based on corporate guidelines.
- Provides the functionality to federate user identity and extends secure single sign-on (SSO) capabilities with risk-based access controls with next gen AuthN/AuthZ protocols
- Supports compliance with regulatory standards with automated & comprehensive audit reporting.
- Easy access recertification process to certify access to application

Benefits

- A robust IAM solution manages & secures increasingly mobile workforce and a highly distributed and complex network of applications.
- Holistic platform to address identity and access management requirements of workforce identities as well as consumer identities
- Streamlines provisioning and de-provisioning process thus boosts user productivity, lowers costs & reduces demands on IT.
- Ensures security by deploying solutions with strong risk based/password less authentication and provides seamless access to on-premise & cloud-based applications through SSO.
- Provides the enterprise with comprehensive data to assist in complying with regulatory standards.
- High scalability and availability for uninterrupted continuity

Our Identity & Access Management Services enabled with Microsoft IAM Suite

DEFINE

Analyze & Plan

- Review the **existing Microsoft licenses**, IAM Landscape, the existing IAM program strategy, drivers, roadmap and business/technical use cases.
- Document the BRD (Business Requirement Document) with detailed functional and non-functional requirements across each vertical of IAM
- Feasibility study and mapping of the requirements against the latest Microsoft offerings across IDM, AM, AG & PAM
- Finalize the to-be architecture in line with the business and compliance requirement. The deployments options: on-premises, hybrid or cloud-based.
- Provide As-Is, To-Be system state definition, effective license utilization plan for Microsoft IAM solution architecture

STRATEGY & ROADMAP

DESIGN

Implement end to end IAM solution

- Deploy & configure the Microsoft IAM suite inline with the To-Be state and the phase-wise implementation approach recommended in Phase 1
- Deployment options:
 - On-premises – MIM2016, ADFS, AD, MIM-PAM
 - Cloud (IdaaS) – Cloud app discovery, Azure AD (SSO, MFA, Azure AD - PIM, AG, B2B, B2C, SSPR, Threat Analytics)
 - Hybrid – on-prem AD, MIM 2016, ADFS, Azure AD - PIM, Cloud app discovery , AAD Connect, Azure AD (SSO, MFA , CA, PIM, AG, B2B, B2C, SSPR, Threat Analytics)
- Depending on the Phase1 analysis, the implementation options could also include:
 - Migration from on-prem FIM 2010/MIM 2016 Provider to cloud based Azure AD
 - Migration from legacy on premise Identity Provider to Azure AD

SOLUTION DESIGN & DEFINITION

DRIVE

Continuous Enhancement

- L1/L2/L3 – BAU support
- Assess & enhance the existing Microsoft IAM solution framework with advanced features such as identity governance, SSPR, conditional access (device state, location), advanced security reports & alerts
- SOP creations, optimization recommendations
- Help with Audit compliance analysis, reporting and remediation leveraging Azure AD Identity Protection
- Periodic Review Campaigns
- Performance monitoring
- Change Request Management

MONITOR & ENHANCE

End-to-End Solution Delivery – Solution Mapping & Definition, Configuration & Roll-out, Operate & Manage

Azure AD Adoption Scenarios & Approach

Azure AD Implementation with or without on-prem AD.

Applicability- For Enterprises and SMBs with low physical infrastructure and no Identity and Access Management solution in place

Approach

- As-Is Analysis of IAM Landscape
- Existing Microsoft License analysis & additional procurement as applicable
- Phased IAM Roll-Out Definition
- Integrate with user repository and HRMS
- Application Integration
- Identity Provisioning, Work-Flow configuration
- SSO & MFA enablement
- Privileged Identity Management
- Access recertification configuration
- Azure AD B2C for consumers
- Azure AD B2B for third party access control

Migration from on premise Identity Provider to Azure AD

Applicability- For Enterprises and SMBs with legacy Identity and Access Management solution in place

Approach

- As-Is Analysis of existing IAM solution config, risks & pain areas
- Requirement mapping with Azure AD offerings
- Existing Microsoft License analysis & additional procurement as applicable
- Phased IAM Roll-Out Definition as per the customer requirement
- Cost Benefit Analysis and executive reporting due to AzureAD adoption

Migration from FIM 2010/MIM 2016 Provider to Azure AD

Applicability- For Enterprises and SMBs with FIM 2010/MIM 2016 and no Identity and Access Management solution in place

Approach

- Compatibility study of Azure AD into your existing infrastructure (MIM 2016/ FIM 2010)
- AuthN/AuthZ Finalization
- For Hybrid environment – AAD Connect planning and deployment strategy
- User migration (bulk or seamless) to cloud, Enable Synchronization service and manage devices.
- Application Management
- Analyze and on-board the privileged identities
- Training and awareness on the re-vamped IAM platform

Key Differentiators

Happiest Minds enables Digital Transformation for enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights through an integrated set of disruptive technologies.

Focused IAM Practice Line

- Security Practice focused on innovative and disruptive technologies with 350+ members
- Dedicated IAM Practice with 100+ person years of experience in IAM, ~75 IDAM consultants
- Innovation and technology led practice leveraging cutting edge tools optimizing time & cost.

Flawless Delivery

- Well-defined Service Delivery Framework with Process & Delivery templates
- Stream-lined Implementation Operation Process
- Experienced & certified engineers pre-plans work by leveraging their experience and knowledge base

Innovation Led Approach

- Continuous Improvement in IAM Operation & Application On-Boarding through Non-Linear execution model
- CoE contribution for reusable components, templates, artifacts & design patterns for IAM.
- Strong Alliance with product vendor to create a best-in-class solution

Awards & Recognitions

- Happiest Minds wins Golden Peacock Business Excellence Award 2021
- Featured in the Forrester Now Tech Report – Q42021
- Two awards at Asiamoney Asia's Outstanding Companies Poll 2021
- Platinum and Gold Awards for its 2021 Annual Report from LACP Annual Report is ranked #24 globally and #1 in India

Sample

Case Studies



CASE STUDY

IAM Advisory and Roadmap Definition – MS Centric

Global asset management in AUS

About Customer

Global asset management business that manages US\$157 billion in assets, headquartered at Sydney, Australia

Strategy & Objectives

- Organization moved out of parent company & in a need to build independent IT function.
- No comprehensive strategy, roadmap for global identity and access management
- ILM, AG, SSO/MFA were the primary expectations out of IAM solution
- Leverage existing E5 M365

Service Offered

- Help review the architecture and design review of central IDM solution to provide centralized ID management, self-service capabilities still meeting various industry regulations, delegated administration etc.
- Proposed solution leveraging existing E5M365 and rolling out **MIM 2016** in their environment.
- Proposed **Azure AD** for Access Management requirements of the organization.

Values Delivered



Business Requirements better articulated with a finite plan to achieve



Current & Future IAG architecture definition covered as part of Landscape leads to the Gap analysis and definition of IAG strategy roadmap to be followed to achieve Target/Future IAG state in a well-defined and phased manner..



Phase wise deployment plan of IDaaS Program which reduced risks of cost overrun, schedule overrun



MIM + Azure AD roll-out to address all the requirements gathered in the consulting phase

CASE STUDY

End to End MIM Design, Deployment & Support

Multinational professional services in EUR

About Customer

Multinational professional services firm headquartered in Netherlands.

The independent group provides accounting, tax, HR and payroll services to businesses operating on an international scale

Strategy & Objectives

- Customer was in immediate need to have reporting capability for their access control system
- Microsoft deployed BHOLD in customer environment – through AD integration to generate audit reports for ISO 27001 compliance requirement
- The next phase of IAM Journey – Identity Management solution roll out.

Service Offered

- Phase wise rollout of MIM solution across various GEOs – US, APAC & EMEA
- MIM 2016 Component Set up, with custom page to onboard users – IDAM + HR portal (no dedicated HRMS solution)
- User account J-M-L process automation and workflow definition
- Integration with Authoritative Source & AD
- Password Management Portal Set up
- User Self-service Portal and UI customization
- Value Added and Transformation Services in Remedy, Patch Management, DR/BCP Assessments.

Values Delivered



With existing non centralized provisioning, security risks, tedious manual tasks, heavy helpdesk involvement were a major concern which was effectively addressed through our solution deployment.



AD object clean-up; proper RBAC analysis and deployment; and process optimization lead to a more streamlined a well controlled enterprise level identity management system



Drastically reduced Total Cost of Operations (TCO) with shared services support model



Effective implementation of the MIM 2016 across legacy on premise applications as well as next gen SaaS Applications

CASE STUDY

End to End MIM Design, Deployment & Support

Leading Retail chain - AUS

About Customer

Australian-based chain of affordable retail stores headquartered at Sydney , Australia

Strategy & Objectives

- Existing IDAM solution was outdated and unable to cater organizations needs to automate JML and RBAC provisioning
- Audit and Compliance Reporting was manual and use to take long time
- Leverage existing E5 M365
- Deployed MIM 2016 for ILM requirements and integrated 100+ applications

Service Offered

- BAU Support for MIM 2016
- Defined the application onboarding framework
- Additional application integration with MIM
- Proposed Azure AD for Access Management requirements of the organization.
- Deployed and configured Azure AD for SSO with components like AAD Connect and Azure application proxy

Values Delivered



Robust IAM solution implementation with minimal license or product procurement cost



Single authentication model improves efficiency & simplify the audit trail.
Reduces Risk by Minimizing Bad Password Habits.



MIM BAU Support and additional applications onboarding for JML automation



Azure AD roll-out to address Identity Lifecycle Management & Access Management needs

