SUCCESS STORY

A LEADING MULTINATIONAL TELECOMMUNICATIONS COMPANY

IDM Technologies was selected by a multinational telecommunications company in Asia, the Middle East, and Africa to provide comprehensive upgrade services and to provide ongoing support services. By combining best-in-class software tools using industry methodologies backed up with best practices to improve the security postures, automate the process, and gain visibility and overall user experiences.

Overview

One of the Internet hubs in the Middle East, providing connectivity to other telecommunications operators in the region. One of the largest carriers of international voice traffic in the Middle East and Africa.

Business Challenges

- ✓ Current network infrastructure was fragmented.
- ✓ Majority of the telecom's applications were highly incompatible.
- ✓ NMS integrations had no active support from the OEM and lack of Out-of-the-Box (OOTB) integrations were possible.
- ✓ The business's complex workflow processes were manual approvals and access reviews driven.
- ✓ There was multiple security solutions control for the majority of existing enterprise applications.
- ✓ The vendor management use cases were all complex and tedious.
- ✓ Moreover, their user management portal was outdated & already End-of-Life.
- ✓ There were quite a few legacy and disconnected applications.

The IDM Solution

- ✓ HA/DR solution with shared storage
- ✓ Critical feasibility analysis and integration approach finalization.
- ✓ OEM-level custom connectors developed for NMS provisioning.
- ✓ Complex custom approval workflows designed with actionable emails & automated access reviews.
- ✓ PAM-IAM integration for password change & session recording.
- ✓ Custom Java solutions for vendor management scenarios.
- ✓ Customized identity portal delivered.
- ✓ Automatic users & groups managed using centralized LDAP.

The company at a glance:

The company provides innovative solutions and services to subscribers in several countries across the Middle East, Asia, and Africa.

Industry:

Telecommunications

Location:

The Middle East & Africa

Services:

- ❖ IDM Managed Services

Key Results:

- ✓ Highly complex customized solutions originally not supported by the principal vendor were implemented.
- ✓ Automated workflows simplified the information system control and audit process.
- ✓ PAM-IAM integration helped in achieving provisioning along with session surveillance.
- ✓ Subject Matter Expertise (SME) helped in saving maximum Professional Services (PS) efforts otherwise required from OEM.
- ✓ Solution branding as per organizational standards.
- ✓ Successfully integrated legacy applications that required mandatory upgrades.

iDM TECHNOLOGIES