

Zauber Limited

A Trusted Partner + Robust IAM and PAM in One



CASE STUDY

Challenge: As an authority on identity governance and privileged access program delivery, Zauber Limited is always on the lookout for better solutions their clients to achieve their cybersecurity objectives quicker without compromising results and security.

Solution: To meet its clients ever-changing cybersecurity requirements, Zauber has standardized on the Hitachi ID Bravura Security Fabric, which includes Hitachi ID Bravura Identity, Privilege, Pass, Group, and Discover, to provide one integrated platform and set of connectors covering identity governance and administration, user lifecycle automation, self-service password management, and privileged access management.

Outcome: Zauber customers with Hitachi ID Bravura Security Fabric experienced quicker time to value within complex project cycles, configuration of mature user lifecycle process automation, enhanced cross-platform access policy enforcement, and improved SLAs around onboarding and offboarding of user access.

ZAUBER⁷

INDUSTRY

Information Services

REGION

The U.K. and Europe

PRODUCTS

Hitachi ID Bravura Security Fabric

For more than 20 years, Zauber Limited has been a leader in delivering enterprise access management programs. This elite team specializes in helping customers build future proof identity and privilege operating models, optimizing the use of current technologies as well as modernizing entire customer programs through a technology refresh. Their cybersecurity support help organizations in financial services, education, utilities, government, telecommunications, and more to keep their systems secure and running smoothly.

As access management, especially identity and access management (IAM) and privileged access management

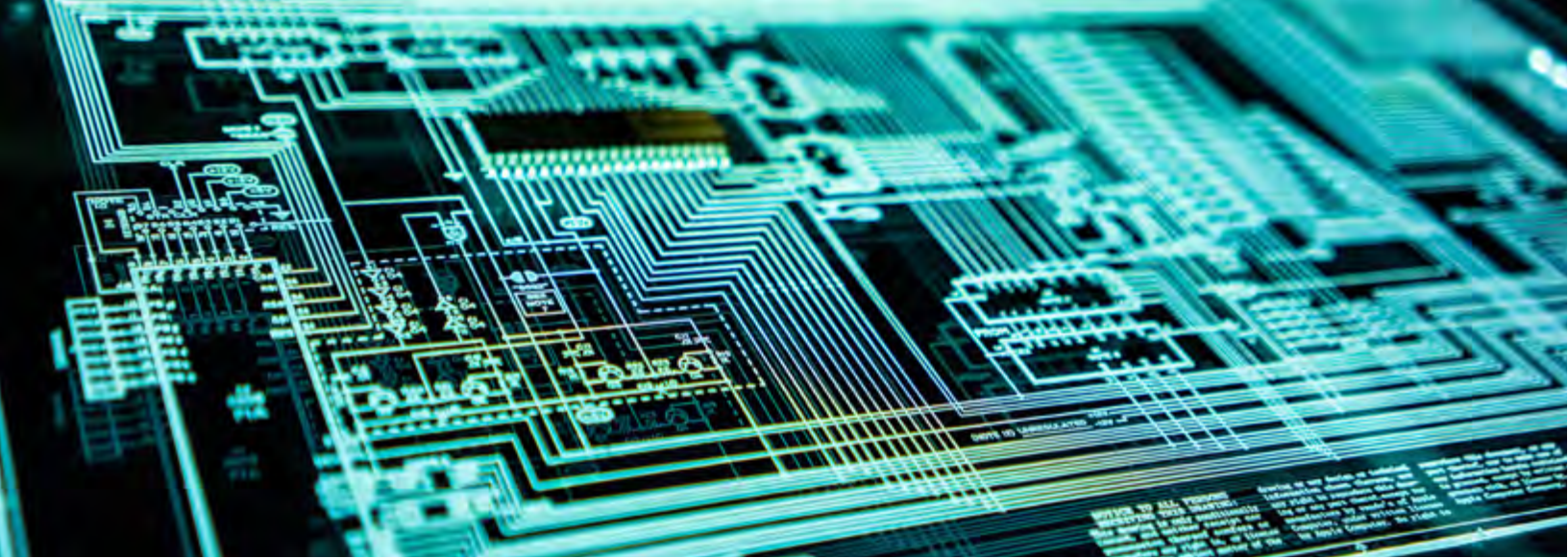
(PAM) have become essential to organizations' cybersecurity strategies, Zauber has focused its services on these critical defenses. Zauber works with IAM and PAM vendors to find the right tools for its clients' evolving needs and implements solutions to help them achieve their cybersecurity goals today and in the future.

The Challenge

The cybersecurity demands faced by Zauber's clients are as varied as the businesses themselves. From financial services (prioritizing audit and regulatory requirements and control objectives) to consumer

goods (focusing on joiner, mover, and leaver processes) to education (looking to enable single sign on for multiple cloud applications). As a result, Zauber's ability to efficiently deliver enterprise IAM and PAM programs to address these needs was constantly being put to the test.

To better deliver these essential services to clients, Zauber required a reliable, integrated identity and privilege platform. That solution needed to incorporate best practices and standardization backed by a single and responsive services and support organization that could accelerate their time to value in these complex projects.



Finding the right platform and technology provider was not an easy search. Zauber encountered numerous vendors with offerings that just weren't quite enough:

- Siloed offerings, do PAM but not IAM and vice-versa
- Unreliable technical support
- No access to engineering
- Weak enablement in terms of training/certification
- Costly to engage vendor delivery experts
- Poor documentation

An additional requirement for Zauber was ensuring the preferred solution provider was capable of owning post-implementation support. Zauber had learned the hard way that all customers need vendor support in post-implementation phases. To meet this need, each solution provider evaluated was carefully reviewed with respect to how they transition customer's from project delivery to business-as-usual (BAU) support.

Based on this thorough evaluation process Zauber settled on the following key tenets to identify their preferred solution:

- Reliability and dependability - well architected and engineered software
- Reduce implementation risk - best practices in software development, testing, and release
- Extensibility - breadth of integration options at software level
- Standardization - configuration not coding
- Support - access to responsive and capable technical team

- Enablement - access to quality product training, certification and documentation

Zauber President, Maurice Briggs, shares how difficult meeting these requirements has become: "Over time we've moved away from vendors unable to provide these essential features, which unfortunately represents the majority of the Gartner Magic Quadrant."

The Solution

As an advocate for its clients' IT and security needs, Zauber is always searching for new opportunities with vendors that can support that mission, which is how it found Hitachi ID. The Hitachi ID Bravura Security Fabric platform and framework contains five solutions essential to Zauber clients' cybersecurity needs: Hitachi ID Bravura Identity, Privilege, Pass, Group, and Discover.

Together and separately these solutions are able to solve for all of the key components Zauber needed from a vendor:

- **Well Architected and Engineered Software:** Hitachi ID's single code base in source control for its entire suite sets a foundation for a strong architecture. The addition of a connector pack (i.e. the largest organically grown ecosystem of integrations over the past 20 years) that is updated frequently and easy to install on top of already deployed application servers strengthens the solution further.
- **Best Practice in Software Development, Testing, and Release:** Well-defined versions and a regular release cycle makes it easy to integrate and support systems of all ages on platforms relevant to Zauber customers.
- **Standardization:** Hitachi ID Bravura

Patterns provide delivery resources with pre-configured/soft-coded identity and privilege processes that meet 80% of a customer's requirement with the remainder configurable without resorting to complex and time-consuming coding.

- **Responsive and Capable Support:** Hitachi ID's first line support is extremely knowledgeable and responsive, with direct access to engineering when things get difficult. No matter who picks up the phone in Support, you're guaranteed a resource who can diagnose and progress your issue.
- **Good Quality Product Training and Documentation:** Best of breed training is available for all Hitachi ID solutions, inclusive of live certification tests, unlike the industry standard multiple choice offerings found elsewhere. The excellent training is coupled with extensive product documentation that helps resources become self-sufficient quickly.

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- Zauber President, Maurice Briggs

Perhaps, most importantly, with Hitachi ID, Zauber and its clients have complete confidence in the level of security for their most critical data. “We have a government and financial services security background and felt that the suite was the only solution that was able to demonstrate a high level of technical integrity from top to bottom,” Briggs says. “No other solution has properly realized security approaches through architecture, application, and organization. The integrity of everything else we have encountered in this space is typically compromised through poor engineering practices or inexperienced development resources. Hitachi ID is a rare find in today’s marketplace.”

With this broad set of solutions, Zauber found a reliable, scalable solution that accelerated its ability to meet customer expectations without compromising on requirements or abilities. Briggs explains, “Unlike every other vendor we have worked with, Hitachi ID has taken the time to target the applications and platforms customers have on the ground and maintain current integration options across the board.”

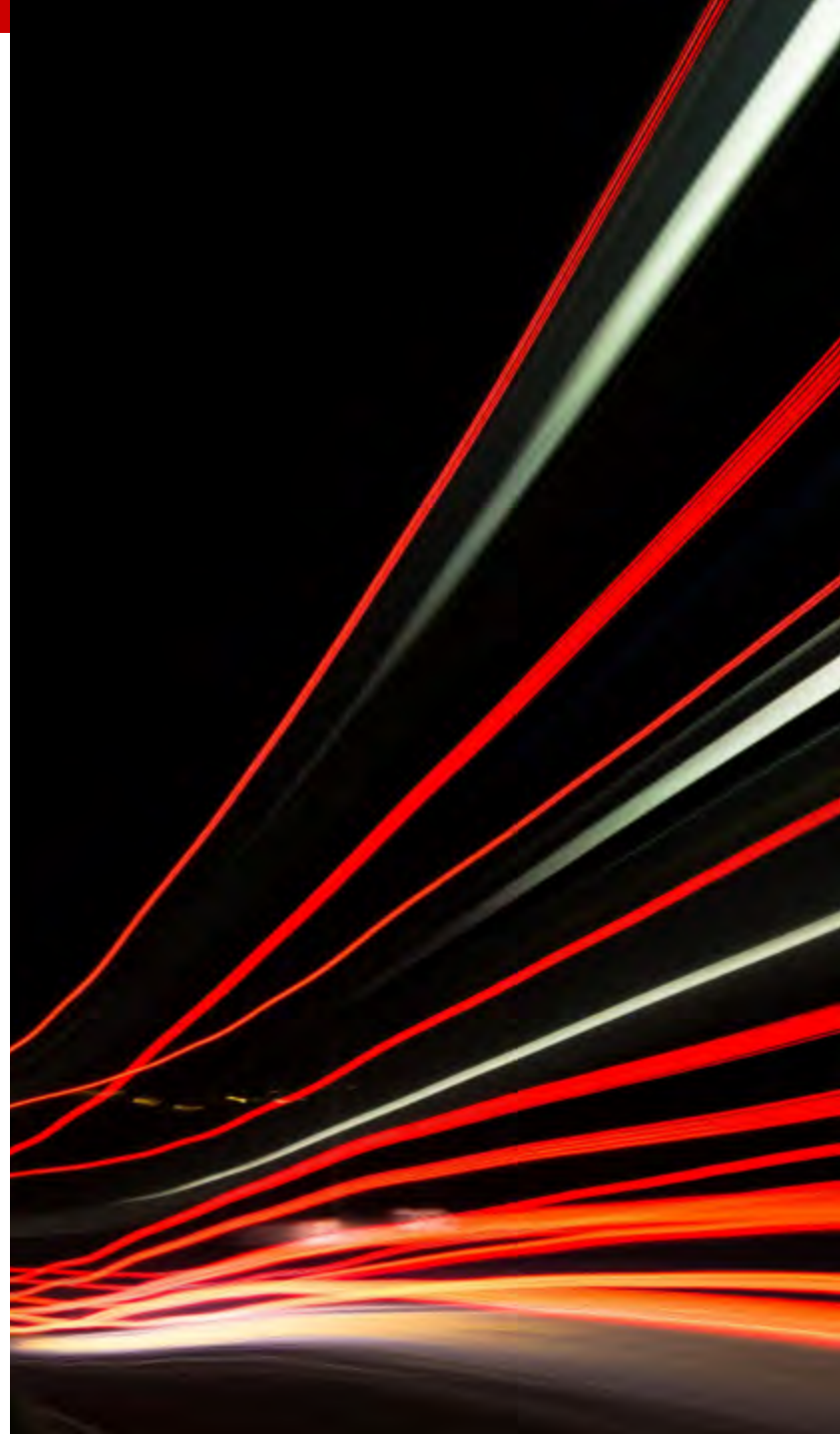
The Outcome

Through its collaboration with Hitachi ID, Zauber not only found best-in-class IAM, PAM, and password management solutions in one platform, they found a reliable partner as committed to customer success as they are. Briggs says, “The main difference in working with Hitachi ID is their persistence and commitment to a positive outcome for our customers and the endurance of their implemented solutions.”

Not only are customers happy with Hitachi ID solutions, they’re more inclined to solve additional challenges by expanding their Hitachi ID services and solutions and completing upgrades. Previously, this had been a real challenge for Zauber’s clients. “Customers with a non-Hitachi ID solution are generally reluctant to invest further in the capability due to the sheer cost of change and stakeholder fatigue post-implementation,” says Briggs.

With the Hitachi ID Bravura Security Fabric, it’s been quite the opposite. More Hitachi ID customers upgrade than with any other product. In fact, all the customers Zauber has implemented Hitachi ID for are prepared to upgrade and invest in changes and maintenance.

Ultimately, Zauber found Hitachi ID is the only genuinely well architected and engineered IAM and PAM solution to target governance, provisioning, and privilege in a medium to large organization. Briggs adds, “Our long-term relationship with Hitachi ID has benefited our customers in countless ways with strong, scalable, and reliable cybersecurity solutions and services.”



We are Hitachi ID

A recognized market leader, we deliver access governance and identity administration solutions to organizations globally, including many Fortune 500 companies. By leveraging decades of experience, we provide the industry’s only single platform identity and privileged access solution to simplify implementation as your IAM and PAM roadmaps evolve.



Corporate Headquarters
1401 - 1st Street S.E., Suite 500
Calgary, Alberta, Canada T2G 2J3
hitachi-id.com

Contact Information
1.403.233.0740
Sales Toll Free: 1.877.386.0372 / 1.877.495.0459
sales@hitachi-id.com

