

How Can I Ensure That Employees, Contractors, Partners and Consumers Have Access to the Right Applications and Information?

Opportunity

Symantec, A Division of Broadcom, provides a single integrated identity provisioning and governance solution that can accommodate the demands of the largest enterprises (based on employees) and offers the flexibility to serve millions of consumers on a single platform. Symantec is trusted by the world's most significant brands to manage hundreds of millions of identities globally.

- **A virtual appliance approach** makes the solution highly reliable and repeatable. Installation and upgrades are easy, and time-to-value is fast due to preconfigured use-case templates.
- **Business-friendly user experience** makes audit review easy and frictionless. Improve user satisfaction and productivity with an intuitive business user experience to simplify processes such as user access requests and access certifications.
- **A single integrated solution** allows companies to improve compliance without inconvenience.

Benefits

By using a single solution to accommodate employees, partners, contractors and consumers, organizations can gain economies of scale with a standard infrastructure instead of fragmented solutions and extensibility, which allows organizations to do more with less. There are several benefits to Symantec Identity Suite.

- **Easy to use, deploy and maintain.** Because of the easy and cloud-ready virtual appliance, users are empowered to be more productive and organizations can get the fastest time-to-value.
- **Reduced total cost of ownership (TCO).** Deployment Xpress enables you to get up and running with common identity use cases in a fraction of the time it usually takes with other solutions. Connectors to custom applications can also be deployed easily using Connector Xpress. Our customers have found that deployments are simpler, quicker, and require less ongoing code maintenance.
- **Proven consumer scale.** Symantec Identity Suite is being used today in some of the largest and most complex IT environments in the world. It can meet your needs for scale now and into the future.
- **Support for hybrid deployments.** Whether you are managing Microsoft Office 365® or bridging the gap between Amazon Web Services (AWS) and on-premises identity stores, Symantec Identity Suite supports identity for hybrid deployments.

Access to the right applications and information not only makes your enterprise more secure and employees productive—it also makes your customers more engaged and satisfied. For enterprises looking to reduce security exposure, Symantec Identity Suite provides a company-wide solution that is easy to deploy, easy to use and easy to maintain. For business owners deploying consumer-facing applications to reduce the friction of managing consumer access to applications, Symantec Identity Suite provides a scalable, developer-friendly and flexible solution to enable the customer journey.

Executive Summary

As companies rely on more applications to automate and streamline business, every interaction depends on users having the right access at the right time. For employees, contractors and partners, the right access drives productivity and accelerates business outcomes, while excessive access can create business risk. For example, when hackers infiltrated a contractor account at a major retailer, the result was one of the most significant breaches in the world. At the same time, consumer behavior is changing, and consumers expect to manage their relationship with companies online and on their mobile device. Companies that can maintain customer identity across an omni-channel experience can do two to three times more business with customers.

Modern Identity Governance and Administration

As companies automate more business functions, applications drive the business, and security compliance depends on more

intelligent governance and administration. In the past decade, the enterprise requirements for governance and administration have changed drastically.

- **Moving from hundreds of regulated applications to thousands:** As more information becomes regulated, organizations have expanded the number of applications that require automated provisioning and certification.
- **Hybrid on-premises and cloud deployments:** As organizations shift workloads to the cloud, they struggle with maintaining fragmented identity lifecycle and audit processes.
- **Privileged user governance:** As organizations lock down root and administrator accounts in favor of named user accounts, the result is a larger volume of named users with excessive access to remediate.
- **Security compliance:** Increased regulatory pressure forces modern organizations to be “more agile” and flexible to continuously retool security process audit regulations.



Convenient Business User Experience

Providing a convenient, business-oriented experience is necessary, but not sufficient, for improved user satisfaction and productivity. It is also important to let users manage their own information (subject to security policies) so that they don't tax IT help desk resources. Symantec Identity Suite includes broad capabilities to enable secure self-service for users.

Intuitive, business-oriented user experience drives improved user satisfaction and engagement



- **Identity dashboard** provides convenient, centralized access to all things identity for each user. Information such as user profile, current access rights, risk level and user activity are all available in one place. Administrators still retain granular control over what attributes can be changed by each user.
- **Self-registration** enables users to register for Web applications through a publicly available Web page. The user interface can be easily configured to request the specific information required by the organization depending on

the type of user. This capability is frequently used to manage external users of consumer-based applications.

- **Forgotten passwords and password resets** enable users to identify themselves via alternative means of authentication, such as a series of custom questions, instead of calling the help desk to reset a forgotten password.
- **Access requests** allow users to request additional access using a simple shopping-cart model. Access to resources is done through a business entitlements catalog, which maps often confusing IT-centric resource names into business terms that everyone can understand. The process of requesting access is therefore much simpler than when IT-centric names are used.

Simplified User Provisioning and Governance

Provisioning involves automating the process of adding, modifying and deleting users and their attributes. This includes managing users' profile attributes, including their role memberships and their associated access rights. Symantec Identity Suite supports these operations and goes beyond the traditional boundaries of organizations to automate these processes across the extended enterprise.

- **Wizard-based on-boarding** of new users (including self-registration) includes users such as employees, business partners and contractors. User onboarding is simple and intuitive, due to the business-oriented user experience. Transactions can also be scheduled for future execution based on date/time criteria. This is especially helpful for contractors who have a defined start and end date.

Business-Oriented User Experience

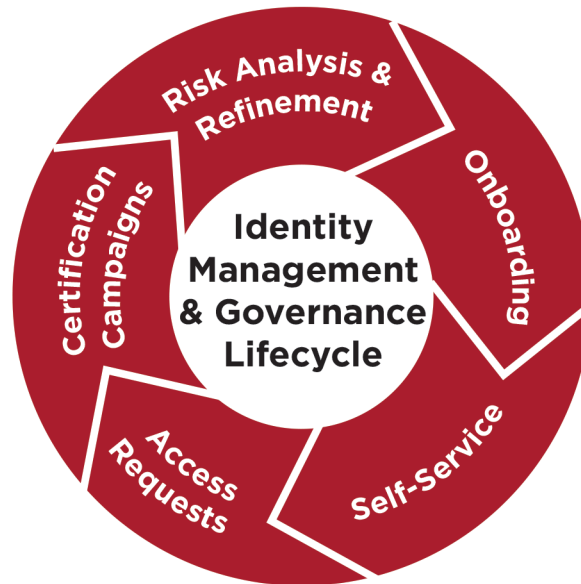
Management

Capabilities

- Automated provisioning
- User self-service
- Supports on-premises and cloud apps
- Deployment tools

Business Value

- Increased efficiencies
- Reduced Help Desk costs
- Flexibility for your cloud adoption
- Customization without coding



Governance

Capabilities

- Role mining and analytics
- Privilege clean-up
- Automated access certifications
- Access policy enforcement

Business Value

- Simplify user management
- Highlights improper entitlements
- Simplified compliance
- Prevents policy violations

- **Customizable workflows** support the unique way each organization approves and schedules these activities. This workflow is highly flexible and capable of supporting varying business requirements through template definition, escalation, parallel approvals, serial approvals and multi-step approvals.
- **A broad set of pre-built connectors** provides provisioning integration with many popular Web, client-server and mainframe applications, including major computing platforms, enterprise applications, databases, collaboration environments and industry-standard interfaces. These connectors provide deep functionality to help reduce the need for any custom coding to support unique local requirements.
- **Connector Xpress** is a wizard-driven utility that enables you to generate custom connectors via a graphical user interface without coding. This greatly reduces

the level of technical expertise required for creating connectors and enables the creation of custom connectors within hours rather than days or weeks.

- **Privilege cleanup** examines existing system entitlements and highlights excessive or unnecessary privileges.
- **Identity and access governance policies** are established and enforced using a centralized engine for a consistent set of business and regulatory compliance policies.
- **Entitlements certification** is provided in an easy-to-use interface through which managers or resource owners can view and certify that privileges are appropriate or should be removed.
- **Role modeling** uses an advanced patent-pending analysis engine helps efficiently sort through extremely large volumes of user and privilege information to discover potential roles.

- **Intelligent entitlement risk analysis** takes the guesswork out of certification reviews so that end users can simply review more access in less time.

Scalable Digital Consumer Identity Management

Today, every company is on a path to design a digital experience that creates brand affinity. For most consumers, their digital experience with a company is more important than the brand or service. Symantec Identity Suite can scale to manage over 100 million users.

Case Study

Symantec Identity Suite enables Travelport to provide a better experience to 74,000 users with stronger and simpler identity and access management

Business

Travelport is redefining how companies search, share, buy and sell travel with its Travel Commerce

Platform, which connects the world's leading travel providers with online and offline travel buyers in a proprietary business-to-business marketplace.

Challenge

Symantec Identity Suite provides an end-to-end view of the access rights of more than 7,000 Travelport employees and contractors, along with the travel agency staff. It also enables the company to easily govern and correct these users' entitlements. Symantec SiteMinder provides secure access to a multitude of diverse business systems, which are integrated with directory systems such as Active Directory, LDAP and Exchange.

Benefit

With the Symantec solutions, Travelport has been able to eliminate multiple legacy identity solutions, enabling a more consistent user experience and reducing costs.

With fewer identities to manage, Travelport can provision new users in minutes rather than days and ensure their access entitlements remain aligned to their role. The solutions have also accelerated time to market for new systems and freed up resources.

The Broadcom Difference

In today's world, where breaches are the norm, information is everywhere, and personalized experiences drive digital transformation, Identity is the key. Identity is the foundation of trust in a zero-trust online world. We understand how important it is to strike the right balance between enterprise data security and convenient user access.

Broadcom offers a broad portfolio of enterprise and mainframe software solutions:

- **Best-in-class technology** with a heritage of innovation and analyst leadership across multiple categories.

- **Reliability** that is trusted by 98% of the Fortune 50, 19 out of 20 of the biggest global banks, and all ten of the world's largest telecoms.
- **Simple business models** offering more flexibility, and lower, more predictable costs to all software platforms.
- **A unified vision** of infrastructure software to meet and exceed the needs of Global 1000 enterprise businesses.
- **Investment in AI** and automation that is designed to drive efficiencies through scale, security, and agility.
- **A long-term, strategic partnership** that is backed by over \$3.3 billion in R&D spending.

“The identity and access management solutions from Symantec don't just defend our business, they differentiate it.”

— Travelport



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Ensure Employees and Consumers-PB120 January, 2020