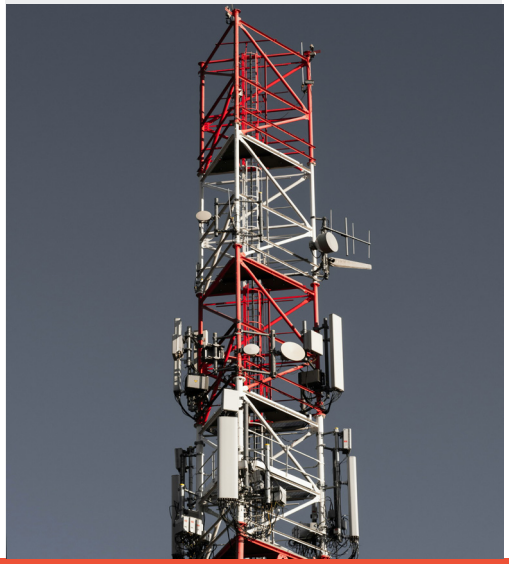
TURNKEY

About the Client

Turnkey's client is the leading integrated telecommunications company in Malaysia. Serving millions of residential and business customers, the client provides a comprehensive range of communication solutions, including fixed-line, mobile communications, broadband, and value-added services.

As the nation's connectivity and digital infrastructure provider, the client maintains an extensive infrastructure network spanning urban and rural areas and continuously invests in cutting-edge technologies to improve connectivity and drive digital transformation. The company's workforce of roughly 7,000 employees delivers high-quality customer service alongside operational efficiency and productivity.



Empowering a Telecommunication Leader through Identity Management and Security System Modernization

The Challenge

The client faced the challenge of upgrading their aging Identity Management (IDM) solution to a newer version while maintaining business continuity. Their existing IDM, based on the OpenText platform, was essential for managing user identities and access across multiple systems.

While critical for daily operations, the older version of the system gave rise to several operational inefficiencies, security concerns, and a lack of scalability to support the company's growth. Performance issues within the existing system also led to high volumes of tickets from end users, leading to inefficiencies in the IT operations.

Beyond a simple version upgrade, the project required meticulous planning, testing, and customization to ensure that the IDM solution continued to support the organization's various applications without major disruptions. This was complicated further by the need to onboard numerous applications into a new Single Sign-On (SSO) solution.

The client needed to address these operational pain points, which included reducing redundancy and automating key processes to minimize manual intervention. As regulatory requirements and security threats evolved, the client recognized the urgency of implementing a robust, updated IDM solution that could meet both current and future demands.

The Solution

The client engaged Turnkey to upgrade their NetIQ Identity Manager (IDM) to version 4.8 and implement Single Sign-On (SSO) capabilities. Turnkey also needed to manage the associated organizational challenges, specifically minimizing disruption to the business and enabling the workforce to take full advantage of the upgraded system.

Turnkey began the project by assessing the client's existing Identity Management (IDM) system and mapping out the current architecture. This included identifying technical challenges and ensuring compatibility with all connected applications and APIs. The mapping was then used to envision the upgraded system.

Automation was a key focus for the client. The IDM upgrade automated user provisioning and de-provisioning, simplifying processes and reducing workload for the client's Identity Administrators. Before and during the upgrade, Turnkey worked closely with the client's IT team and OpenText to ensure all customizations met their requirements. The automated processes introduced additionally ensured that users had the correct access to resources while maintaining strict security compliance across the organization.

The SSO implementation further improved efficiencies and the overall user experience for the client. By allowing employees to access multiple applications with a single set of credentials, Turnkey reduced employee password fatigue and enhanced overall productivity.

Entensive testing, user acceptance trials (UAT), and iterative revisions allowed Turnkey to proactively address any challenges that arose during the project, minimizing disruption to daily operations. Turnkey supported the client after implementation, providing managed services, including security vulnerability assessments, disaster recovery planning, and ongoing system maintenance.

Turnkey also trained relevant stakeholders in the skills needed to use and manage the upgraded system effectively, thus empowering the organization to maximize the technology and achieve the greatest possible return on investment.

The Results

The upgrade of the client's system to the latest version of NetIQ Identity Manager (IDM) and the implementation of Single Sign-On (SSO) yielded substantial operational benefits. One of the primary outcomes was a significant risk reduction, as the new version addressed critical vulnerabilities associated with outdated systems. Turnkey's proactive approach enhanced overall security, protecting sensitive customer data from potential breaches.

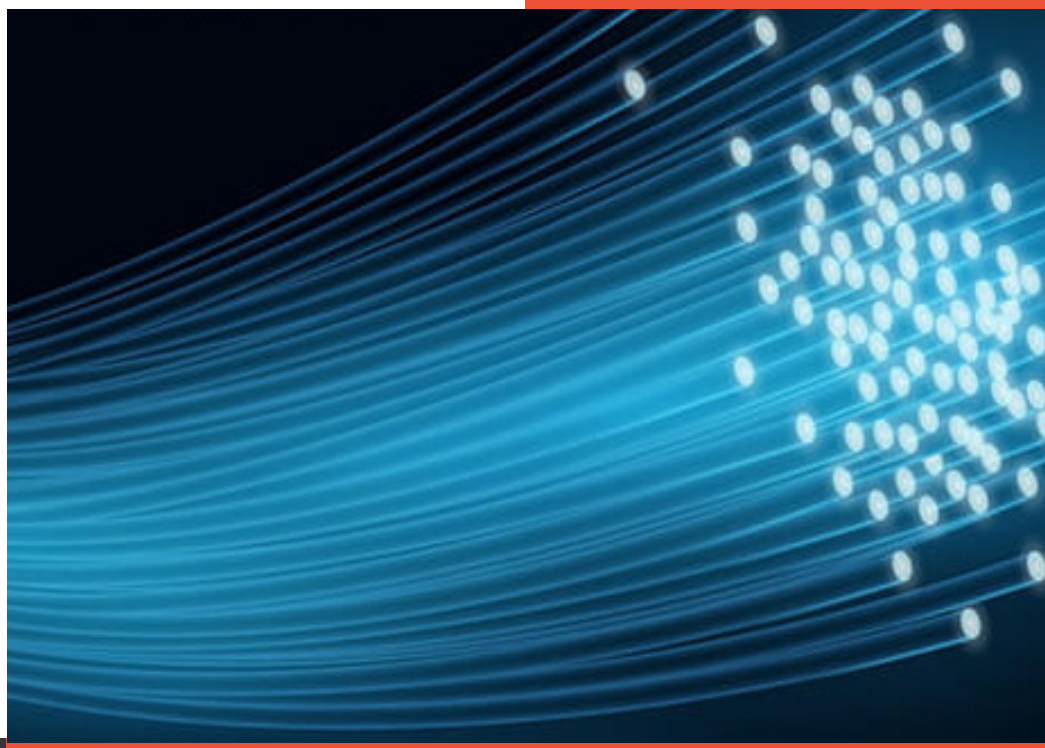
The client also experienced increased stability and reliability in their operations, resulting in smoother workflows and reduced downtime. By automating user provisioning and de-provisioning, the organization saw a notable decrease in manual processing times, allowing their staff to focus on higher-value tasks. This efficiency translated into cost savings, with less manpower needed for routine tasks.

Additionally, the introduction of SSO greatly improved employees' user experience, eliminating the need for multiple logins across various applications. This simplification led to increased productivity, as employees could seamlessly access necessary resources without interruption.

Overall, Turnkey's enhancements elevated operational efficiency and positioned the client to adapt more readily to future technological advancements in the telecommunications sector.

Benefits

- Decreased Vulnerability: The upgrade significantly mitigated vulnerabilities associated with the previous system. Enhanced security measures improved the client's overall security posture, reducing the risk of data breaches and reinforcing their commitment to protecting sensitive information.
- Improved System Stability: The implementation of the upgraded Identity Management (IDM) system and Single Sign-On (SSO) contributed to greater system reliability. This stability led to less downtime, allowing the client to maintain continuous operations and improve service delivery.
- Enhanced User Experience: The new user-friendly interface of the upgraded portal and the streamlining of access to services through SSO improved user engagement, satisfaction, and productivity.
- Cost Savings and Self-Sufficiency: With enhanced security and reduced downtime, the client realized significant cost savings. Additionally, the internal team was equipped with the tools and knowledge for ongoing risk assessments, empowering them to proactively manage security measures and reduce future vulnerabilities.



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