
Case study

European Energy and utility company

Request resources
Govern identities
Control risk
Secure data

The client



The client is a European Energy and Utility company. With operations in several countries in Europe, it employs over 10.000 people and has a turnover of over 500 million euros. The client is listed on the Borsa Italiana and is a member of the FTSE MIB index.

The challenge



The client ran Micro Focus Identity Manager (originally Novell Identity Manager at the time of installation) and developed a custom-built interface initially on top of Micro Focus to simplify the access request process. Then, as part of a more comprehensive IT-Service Management project developed on top of ServiceNow, the client was advised to establish IT access request processes into ServiceNow. After the initial successful Proof of Concept, the client quickly realized ServiceNow could not manage the complexity of an 'Identity Governance' Data model. It resulted in business users requesting access with "descriptions on what they wanted" rather than selecting from an access catalog, which then had to be 'transcribed' by IT and Risk specialists, with significant manual effort and risk resulting from uncompliant assignments.

The solution

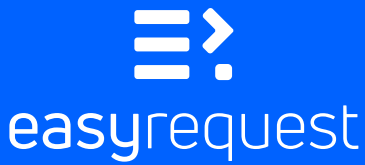


Coming from such a learning journey, the client quickly selected EasyRequest to replace all the 'custom-built' UIs and workflows developed in ServiceNow. EasyRequest now front-ends Micro Focus Identity Manager and is seamlessly integrated into ServiceNow, which acts as 'manual fulfillment' ticket management for the applications not connected via Micro Focus IDM.

Voice of the customer




«We were advised to implement our access request processes leveraging the ServiceNow platform. It turned out not to be the right decision. When we realized how quickly EasyRequest could integrate with our environment and make our users happy, we quickly decided to implement it as our standard access-request entry point.»




Improve user satisfaction and reduce configuration costs on your Identity Governance platform with EasyRequest™

“EasyRequest” from Net Studio is a UI As-a-Service application that integrates and enriches your existing IGA platform. It provides a business- practical access request experience and helps to dramatically reduce the cost of setup and ongoing maintenance of the entitlement catalog, workflows, and visibility rules.


Integration with existing iga platforms

 Security and privacy requirements are fulfilled by EasyRequest IGA gateway, a low footprint stateless software component that is installed behind the client’s firewall and bi-directionally syncs data securely between the client’s IGA Datastore and EasyRequest. It can be configured for any Identity Management/Governance platform. Native integrations are available for the leading IGA platforms.


Extendable catalogue

 EasyRequest extends the existing, hard to understand , catalog, adding business-rich information such as additional level of taxonomies and searchable metadata. Leveraging its set of out-of-the-box templates, EasyRequest can enrich the current Catalog with a functional view on entitlement, rather than just relying on short descriptions.

Approval processes defined in natural language

 In most IGA platforms, workflow and visibility configuration require software coding. EasyRequest puts an end to it, enabling natural language descriptions of approval processes, significantly reducing a substantial effort and allowing an unprecedented audit posture.

Identity Time Machine

 EasyRequest Time Machine stores the critical Identity data taken from your Identity Governance into a cloud-based user and entity behavioral engine, allowing you to easily travel back in time to check user permissions at a given moment, as well as detecting outliers and users with a risky set of entitlements.



About NET STUDIO

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NetStudio is a consulting, system integration, and product development company, specialized exclusively in Identity Management. With over 15 years of hands-on experience, Net Studio has funneled its best practices into **EasyRequest**, a UI as-a-service platform aimed to bridge the gap between the worlds of business users and techies in the increasingly critical controls on Digital Identities and Insider Threats. NetStudio Headquarters are located in Florence, Italy.

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