Case study

A global Pharmaceutical company

Request resources
Govern identities
Control risk
Secure data

The client

The client is a global pharmaceutical company, headquartered, where it all began, in Italy, in 1886. With nearly 20.000 employees, of which 80% located across the globe, and a consolidated turnover of approximately 4bn USD, it fuels innovation in cardiovascular diseases, oncology, and asthma/pain/inflammation areas.

The challenge

Over various years the client had developed a custom-built access-request tool sitting on top of '100+' IT & Business applications. As it had been tailored specifically for its needs, all the attempts to replace the tool with a 'standard' product failed, as they could not mimic and reconstruct the fine-grain logic that had layered up over time. Nonetheless, the client's appetite for replacing it remained in place, and the quest for a proper 'out of the box' solution drove the client to finally select 'EasyRequest.'

The solution

EasyRequest has replaced the in-house built application, migrating the existing processes, as well as adding an important new capability such as a compliance-validated 'like Mike' feature. EasyRequest front-ends Micro Focus Identity Manager, which acts as the provisioning engine towards the target systems.

Voice of the customer

"We almost lost any hope to be able to replace our in-house developed access-request tool. At PoC level, everything went fine, but then the devil is in the detail, and we could not migrate our access logic and catalog complexity into any standard product Then, we challenged EasyRequest's capabilities, and they were able to demonstrate the ability to migrate on-par, as well as adding some exciting features such as a compliant version of the 'like Mike' functionality, where such a request gets filtered out and submitted according to our compliance policies."
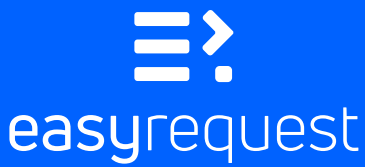
Improve user satisfaction and reduce configuration costs on your Identity Governance platform with EasyRequest™

"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.

On-premise

Easyrequest IGA gateway

IGA platform

EasyRequest IGA gateway

About N 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.

easyrequest