| ERP |
| BI & EPM |
| **Middleware** |
| CRM / CX |
| Managed Services |
| Infrastructure |

Improving Security and Promoting Growth with Identity Management

"Our Oracle Identity and Access Management Suite initiative has been very successful in delivering the key functionality we need to move forward. The success of this complex project is testament to AST's technology and project management expertise, as well as the power of our Oracle solutions."

Shannon Hoekstra, Senior Manager, Information Systems

College of American Pathologists, Northfield, IL

College of American Pathologists (CAP) is a leading non-profit organization of board-certified pathologists, serving patients, pathologists, and the public.

Oracle Technologies

- Oracle Identity and Access Management Suite
- Oracle Directory Services
- Oracle Identity Manager
- Oracle Access Manager
- Oracle Identity Federation
- Oracle Entitlements Server
- Oracle Virtual Directory

Services Provided

- Consolidated identity stores (RedHat LDAP, Tactical OID) into a single Oracle Internet Directory
- Created enterprise-wide identity store view for OID, and Microsoft Active Directory identities leveraging Oracle Virtual Directory
- Delegated administration and user self-service
- Single sign-on for applications, including OBIEE, WebCenter, Hyperion, multiple UCM instances, IPM, UCM Managed Attachment, E-Business Suite, iStore, and SOA

Business Needs

CAP's IT Infrastructure included four legacy and five Oracle environments containing a variety of Oracle applications — EBS, OBIEE, Hyperion, WCS, UCM, IPM, and SOA. These applications had been implemented, but lacked the appropriate integration across the organization, causing operational inefficiencies and numerous business challenges related to version compatibility, security, and compliance.

Without a shared, enterprise-wide identity management solution, it was the responsibility of each application and data owner to manage and maintain access rights for internal users. This was inefficient, and the CAP IT teams lacked the time and expertise to handle the work accurately and rapidly, resulting in internal users having multiple identities across different applications.

Lacking automation around user on-boarding, provisioning, and de-provisioning processes, the IT help desk was responsible for ensuring successful and complete on-boarding and de-provisioning; this was costly, inefficient, a security risk, and was becoming an immense challenge due to an increasing employee base.

Services & Benefits

CAP addressed these challenges and planned for its future growth by partnering with AST Corporation to help lay the foundation for its Enterprise Platform Project (EPP) initiative, and build a secure, common platform for all enterprise-wide Oracle applications. The initial goal was to implement, over a two-year period, a reliable and scalable security infrastructure, one less complex and more secure, and easily integrated with both legacy and EPP applications.

AST implemented the Oracle Identity and Access Management Suite of products, utilizing Oracle IDAM 11gR1 offerings, over multiple phases, to build an enterprise identity management platform and support roadmap. Identity data was consolidated and a centralized identity store was created. Additionally, self-service user registration and profile management, federated identity management, fine-grained portal entitlement, and the EPP applications were integrated with multiple legacy systems.

Upon completion, CAP has an enterprise security platform as a standard for any future system security implementation. The project integrated over 40 legacy and EPP systems across various departments, and phased out legacy LDAP systems, reducing maintenance cost and saving on annual licenses and fees. In early 2013, CAP introduced Oracle iStore, then leveraged single sign-on on its website to provide access to iStore, extending the capability even further.