



Identity and Access Management

A Case Study



NCR Corporation Uses Hitachi ID Suite to Manage Partner Access

Background

Headquartered in Duluth, Georgia, NCR Corporation (NYSE: NCR) is a global company in consumer transaction technologies with over 30,000 employees and does business in 180 countries. NCR Corporation was founded in 1884 as the first manufacturer of mechanical cash registers. Today, their software, hardware, and portfolio of services enable more than 550 million

transactions daily across retail, financial, travel, hospitality, telecom and technology and small businesses.

NCR needed a system to administer and delegate access across thousands of customers and to empower users to self-manage their own passwords, replacing calls to an NCR help desk.

“Providing our customers with the ability to manage their users was a crucial need, this way we could better focus on other value-added activities for our customers and partners,”

J.R. Zimmer,
IT Senior Manager
NCR Corporation

“The capabilities of Hitachi ID’s application, the ease of implementation and cost were the biggest factors influencing our decision to choose Hitachi ID Systems,”

J.R. Zimmer,
IT Senior Manager
NCR Corporation

Business Needs

Hundreds of thousands of users, working at thousands of companies, need access to customer-facing applications hosted by NCR. NCR adds 1000 to 3000 users monthly. Due to the sheer volume, NCR faces serious challenges in maintaining up to date customer and user records. NCR identified identity synchronization, auto-provisioning, access certification and security policy enforcement as critical to mitigating these challenges.

NCR already used Hitachi ID Password Manager (HiPM) to manage credentials for its internal users. They needed to find an additional solution to manage identities, entitlements and passwords for external users. NCR initiated a review of ten IAM software vendors and shortlisted four vendors for closer and detailed examination through proof of concept and references before selecting the Hitachi ID Identity and Access

Management Suite as the best fit for secure and efficient administration of accounts, group memberships and passwords, across all NCR customers and partners, globally.

Solution

NCR replaced an existing, home-grown system with off the shelf Hitachi ID Identity Manager (HiIM) and Password Manager (HiPM) to manage identities, entitlements and credentials across systems and applications. With HiIM, NCR customers delegate administrative users, who manage other users within their own organization. With HiPM, users can manage their own passwords, and get password assistance from their local administrator without calling NCR IT support. The solution provides isolation, so users at one customer cannot see data relating to another.

The Hitachi ID solution was deployed successfully and

quickly and is used to manage 100% of identities, entitlements and passwords for NCR customers. This automation has reduced NCR IT service call volume allowed NCR to focus on high value work to serve its customers better.

Hitachi ID’s solution delivery team helped NCR in the deployment process, implementing a complex AD integration and scaling the system up to support thousands of customers. The system “... met and exceeded our expectations” said Zimmer.

“We are quite satisfied with our purchase and continue to expand our licensing to include additional user accounts. It is a great partnership with Hitachi ID Systems and we look forward to continued success”

J.R. Zimmer,
IT Senior Manager
NCR Corporation

About Hitachi ID Systems

Hitachi ID Systems delivers access governance and identity administration solutions to organizations globally. Hitachi ID solutions are used by Fortune 500 companies to secure access to systems in the enterprise and in the cloud.

To learn more about Hitachi ID Systems, visit <http://Hitachi-ID.com/>, e-mail info@Hitachi-ID.com, call 1.403.233.0740 or follow @Hitachi_ID on Twitter.