

Bell Powers Ahead with IGA Assessment and Roadmap

BUSINESS OVERVIEW

Bell Textron, Inc., formerly Bell Helicopter, is a leading manufacturer of aircraft for military and commercial use. Bell operates as a business unit of Textron, Inc.

Patty Schuljak, Manager of Identity Management & Cybersecurity, was challenged with selecting and implementing a modern Identity Management solution for Bell, retiring legacy systems, and re-designing user provisioning processes; a project that will impact thousands of users across the corporate enterprise.



KEY CHALLENGES



CONFUSION – The IGA assessment identified at least six (6) distinct ways users could request access, which caused confusion for workers and inconsistent provisioning results.



OUTDATED SYSTEMS – Bell had been using the same system for more than 10 years and was keen to mature its solution to automate provisioning tasks and better support the business.



PRODUCTIVITY LOSS – Administrators spent significant time manually fulfilling access requests and it was difficult to keep up with demand. This resulted in a 3- to 5-day wait for access, and some requests took more than two weeks to complete.



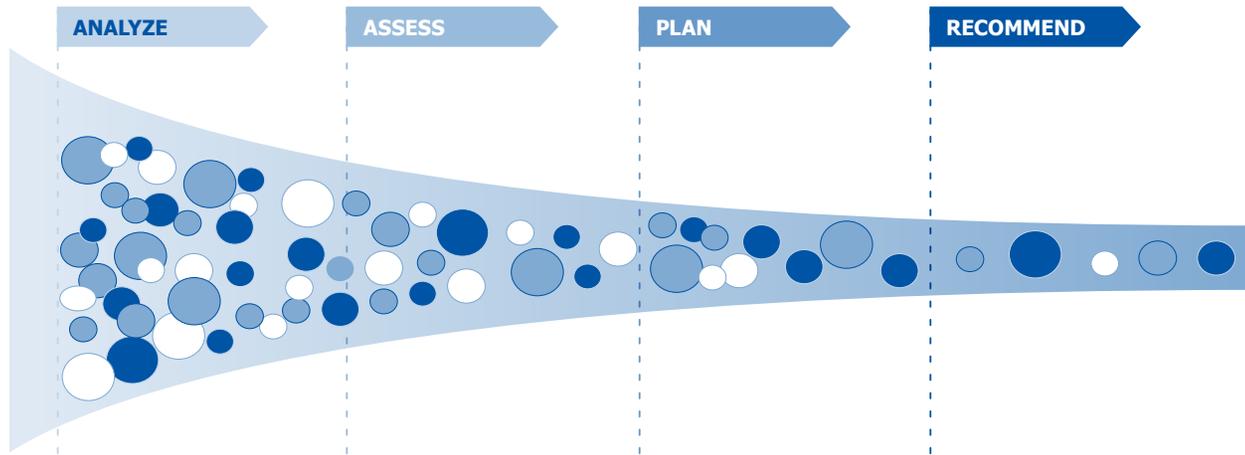
EXECUTIVE SUPPORT – The security organization needed to make a compelling case to leadership to support a new IGA solution. Previously, tactical projects failed to achieve business objectives, which made it more challenging to gain executive sponsorship and funding.

This high-profile aircraft manufacturer had a team of resources and multiple legacy systems in place to manage user account requests. The problem, however, was they had no way of knowing the status of each access request nor were they able to support the service levels the business needed. Bell needed a new approach to mature its IGA framework to improve efficiency and support its security objectives. The primary goal was to provision access within 24 hours of the initial request. A decision needed to be made on whether to enhance existing systems or replace them with a more consolidated solution. Bell realized the need for a strategic approach to assess business needs and drive the right decision for the organization.

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IDENHAUS IGA Assessment and Roadmap

- Interviewed all major IT and Business stakeholders to understand the current state environment
- Evaluated complexities of business and technical environments and identified gaps
- Developed IGA strategy & roadmap that prioritized business requirements by value and functionality
- Evaluated vendors capabilities and aligned with the IGA roadmap and strategy



ASSESSMENT PROCESS

Idenhaus reviewed Bell's processes and technology to develop a solution Roadmap to mature its IGA capabilities. Our process delivered a clear understanding of Bell's strengths and struggles and laid out the business case for moving forward. This drove executive support to move forward with a new IGA tool.

Assessment	Deliverables
Assess Current State IGA/Identity Architecture	Prioritize Opportunities
Assess Current State Provisioning Processes	Develop IGA Roadmap
Identity Key Opportunities for IGA	Executive Presentation

SUCCESSFUL DELIVERY

Idenhaus has years of experience working with customers from diverse industries and understands that strategic recommendations are not valuable if they are not actionable.

Based on a Strong Analysis - Recommendations are based on a solid understanding of the real problem as a result of the detailed analysis.

Incorporates Best Practices - When we recommend a specific course of action it is based on consideration of past successes and failures.

Consistent with the Project Objectives - Recommendations are aligned to the strategy and goals of the organization defined in the roadmap.

RESULTS

The IGA assessment provided strong evidence that Bell's legacy systems and processes were due for an overhaul. By prioritizing and presenting the business opportunities and requirements gathered during staff interviews, Bell was able to convince its leadership to move forward to realize the benefits of the IGA solution. On the strength of the vendor analysis, Bell was also able to quickly identify and select an IGA vendor and start implementing its roadmap.

Key results:

- » **Bell understood its challenges and the business impact that the program would have on the organization**
- » **The IGA Assessment and Roadmap allowed the IT department to secure Executive support by making a clear case for change**
- » **The team demonstrated early success by implementing a Quick Win identified during the Assessment, which built project momentum**
- » **IAM/IGA program won a Textron Innovation Award for Security**

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