CMS
IT SERVICES
Reliable | Robust | Secure

CMS IT Services' Zero-trust Automation-driven Identity and Access Management transforms role-based access control to business-critical applications and cyber-physical operations of a large global textile conglomerate

CUSTOMER

Spanning over 58 countries globally with 17 state-of-the-art manufacturing facilities, the customer is a leading textile conglomerate with a turnover of more than 1 billion USD. Their business portfolio includes yarns, fabrics, garments, sewing thread, acrylic fibre, and alloy steel. With a solid legacy of more than 65 years in textile manufacturing, they have a distributed employee force of over 21,000.

One of the largest exporters of cotton yarn to markets of the EU, USA and the Far East, the customer believes in agile operations, building scales, and upgrading and consolidating technology. They invest heavily in developing future-ready technology and innovative solutions and initiatives like alternative energy, optimum consumption, and replenishment of natural resources to back their goal of sustainable development.
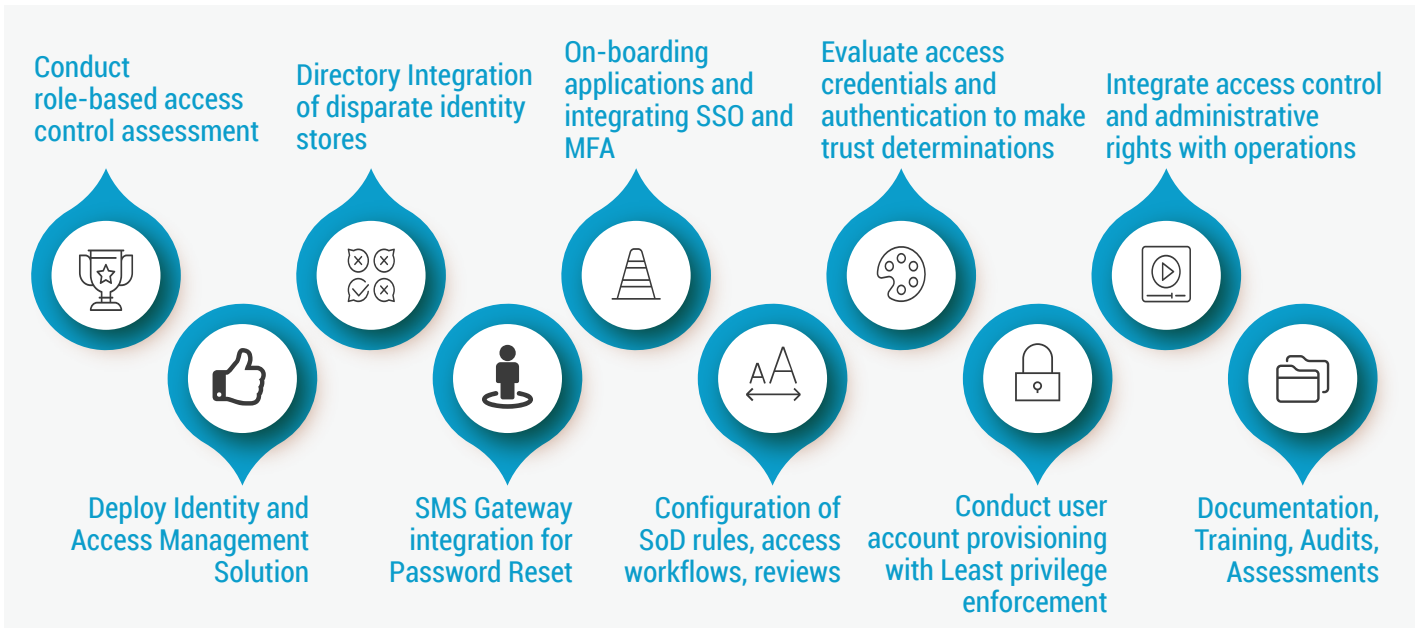
THE CHALLENGE

Textile manufacturing is centred around cyber-physical operational technology and information technology systems with integrated process controls. Hence, role-based identity and access management is crucial for effective defensible cybersecurity. The customer's operations team was being inundated with tickets to create user accounts with passwords to access the critical manufacturing applications and systems, which created long delays in accessing applications.

Furthermore, once granted access, users often forgot their passwords, and password reset calls hiked the operations load. With multiple identity stores, duplicate identities, and non-role-based accesses to critical applications, access lifecycle management was becoming risky and cumbersome.

The customer needed a single integrated identity governance platform for critical application user onboarding, employee lifecycle access rights provisioning and de-provisioning, adaptive password management with single sign-on (SSO) and multi-factor authentication (MFA). To meet this urgent need for an identity and access management (IAM) solution at optimal cost, the company tasked CMS IT with supplying, commissioning, and integrating an IAM solution for the critical production systems.
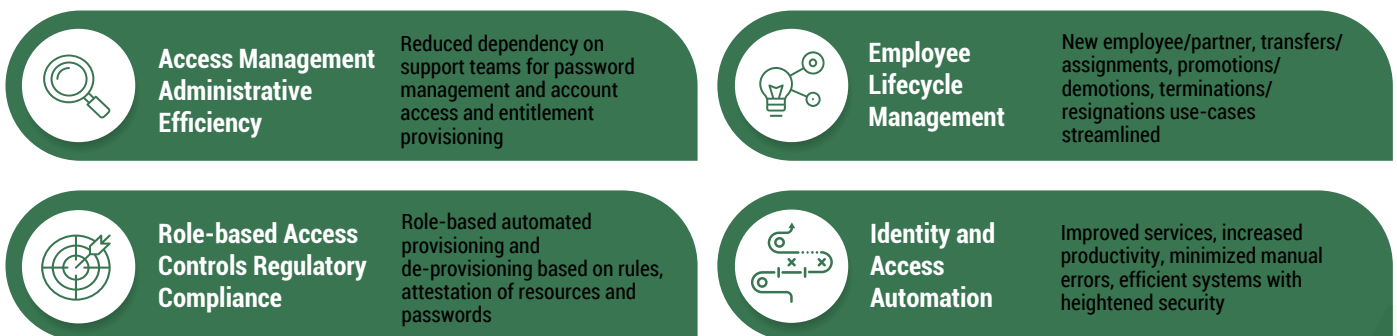
THE SOLUTION

CMS IT followed a ten-step zero trust identity and access management process to implement the solution:

Conduct role-based access control assessment

Directory Integration of disparate identity stores

On-boarding applications and integrating SSO and MFA

Evaluate access credentials and authentication to make trust determinations

Integrate access control and administrative rights with operations

Deploy Identity and Access Management Solution

SMS Gateway integration for Password Reset

Configuration of SoD rules, access workflows, reviews

Conduct user account provisioning with Least privilege enforcement

Documentation, Training, Audits, Assessments

The proposed IAM solution integrated all the disparate identity stores into a single directory. These integrated systems will sign-on to multiple applications with a single set of login IDs and passwords. Without helpdesk operations assistance, a self-service password reset automation solution module allowed users to perform password reset operations.

CMS IT's solution also enabled account and entitlement-level provisioning and de-provisioning of users. This allowed automated onboarding and de-boarding of users from various applications when joining or leaving the organization. Various other use cases such as requesting access to applications, deleting users, disabling user access to certain applications etc. were also met with this solution. The solution framework also provides a single pane of glass for useful access governance including comprehensive reports for auditing and compliance. The access review module helps review and recertify (as needed) the access of users across various applications.

BENEFITS

Access Management Administrative Efficiency
Reduced dependency on support teams for password management and account access and entitlement provisioning

Employee Lifecycle Management
New employee/partner, transfers/ assignments, promotions/ demotions, terminations/ resignations use-cases streamlined

Role-based Access Controls Regulatory Compliance
Role-based automated provisioning and de-provisioning based on rules, attestation of resources and passwords

Identity and Access Automation
Improved services, increased productivity, minimized manual errors, efficient systems with heightened security

We are a leading provider of System Integration and Managed Services. As one of India's top IT Services firms, we offer an integrated portfolio of products, solutions and services, built around Automation, Cloud, Cybersecurity & Digital. Currently, CMS IT Services has over 6500 employees and serves more than 300 leading enterprises across key industries.

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