

## Simplifying global identity and access management

### Key Facts

**Company**

Dell

**Industry**

Technology

**Country**

United States

**Employees**

103,000

**Website**[www.dell.com](http://www.dell.com)

### Challenges

Dell IT needed to meet global compliance regulations and determined that it needed to replace its inadequate, legacy identity management solution as well as offer cost- and effort-saving automation.

### Results

- Automates and secures user provisioning across the enterprise
- Unifies disparate identities and directories into a single, consistent IAM strategy
- Enhances self-service and operational efficiency with advanced workflow capabilities

### Products

Identity Manager

Dell improves compliance and operational efficiency with better workflow, via a global identity and access management (IAM) system

From its legendary 1984 founding in a University of Texas dorm room, Dell has grown to a global enterprise technology company with annual sales nearing \$60 billion and more than 150,000 employees, consultants and contractors. That's a lot of people to keep track of. But even more challenging is tracking their access privileges and permissions on the corporate network.

Complicating this challenge is an ongoing process of new hires, role changes and terminations. Terminations have especially high security risks because of the potential havoc that disgruntled former associates with access can wreak after leaving the company.



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*Chris Lange, Senior Manager, Identity and Directory Services, Dell Global Security*

### Time to replace Dell’s IAM system

According to Eric Shultz, an Identity Management strategist with the Dell Global Security team, the company had been using an identity and access management (IAM) system from a company linked to Dell’s original network strategy. The solution was simply unable to handle all the chores associated with company’s dynamic IAM landscape.

He explains that while the solution worked well to meet Dell’s original needs years ago, limitations began to appear in its ability to address issues of large-scale identity governance as the company grew from tens of thousands of associates to more than one hundred thousand.

The solution also failed to support the dynamic environment that comprised Dell’s IT solutions today with both on premise and cloud-based solutions. Dell needed an IAM solution that was

much easier to configure than the difficult and expensive custom code that the legacy system required. “So we started looking for a solution that could better address our current business needs and then build on that for the next 10 years,” he says.

### Fortunate acquisition follows an unfortunate false star

Dell’s Global Security team evaluated a number of industry-leading IAM solutions, but they either lacked key capabilities or were difficult to deploy. After engaging with a vendor for an identity and access management solution, Dell experienced more than a year of recurring software failures and schedule delays brought on by the vendor’s inadequate technology and the vendor’s poorly executed implementation. Eventually, the project was stopped. Chris Lange, senior manager, Identity and Directory Services, Dell Global Security, who helped direct the

effort, recalls that the project eventually reached a critical decision point: “Do we pour more money into this effort? Do we try to fix these things? How far away are we from being able to have a product?”

About this time, they learned about Quest Software, a company Dell had recently acquired that was known for its IAM solutions, so they evaluated its products against their requirements.

“Now we have a global, intelligence driven IAM platform for access governance that ties our people’s identities, permissions and roles to business rules, by using the Identity Manager,” Lange explains. “It enables single sign-on with auditing and reporting tools with which we can now track and report on rights, activities and policies in real time. These features of Identity Manager have really improved our compliance audit capabilities.”

### **Saving time by improving self-service and workflow**

Shultz points out that Dell is saving time by improving self-service and workflow with help from the Identity Manager platform. “In addition, we’ve been able to substantially reduce errors and security risks, especially from terminated users, using Identity Manager,” he says.

### **About One Identity**

The One Identity family of identity and access management (IAM) solutions, offers IAM for the real world including business-centric, modular and integrated, and future-ready solutions for identity governance, access management, and privileged management.

**[Learn more at OneIdentity.com](http://OneIdentity.com)**