



Overview

INDUSTRY

Software

CUSTOMER COMPANY PROFILE

Enterasys provides a broad range of enterprise networking and security solutions, including data center, voice/video communications, compliance, and cloud computing applications to thousands of customers worldwide.

BUSINESS SITUATION

As the number of cloud applications increased, users became inundated with dozens of urls and login information. Password resets were consuming the company's helpdesk, IT had difficulty managing user access, and one-off AD integrations were difficult to maintain.

SOLUTION

The Okta solution seamlessly integrates with Active Directory, extends AD to all cloud applications, provides secure single sign-on for employees, and centralizes user management for IT across all web apps.

BENEFITS

- Simplified end-user access to apps
- Improved security
- Automated and centralized IT administration
- Eliminated the need for custom development
- Reduced helpdesk support

Enterasys Accelerates the Secure Adoption of Cloud Applications with Okta

Okta Solution extends Active Directory to all cloud apps, provides single sign-on to all employees, and centralizes user management for IT.

"Okta has helped us reduce costs, improve security, and accelerate cloud applications adoption. We now have one AD integration for all our cloud applications, users have one-click access to their web-based applications, and IT has centralized control of user access with a high degree of automation."

- Ben Doyle, Director of IT, Enterasys

Company

Enterasys Networks is a premier global provider of end-to-end wired and wireless network infrastructure and security solutions. Enterasys has utilized cloud computing technology for many years, starting with a site license for salesforce.com in 2003. The company now provides its 1,200 employees with access to over 20 cloud-based applications, including ADP iPay, Outlook Web Access, Coupa, BigMachines, and a myriad of other business and productivity apps.

Situation

Too Many Passwords to Remember

As the number of cloud-based apps grew, Enterasys employees were having difficulty remembering all of the separate urls, user names, and passwords needed to access them. Further, the need to regularly change passwords created a flood of urgent password reset requests that backlogged the helpdesk and left users locked out of key applications.

Multiple Integration Points with Active Directory

One of the key criteria for a new identity management system was the ability to provide seamless integration with Microsoft's Active Directory (AD) which Enterasys relies on heavily for authentication and provisioning. "AD is a viable solution for our on-premise apps, but it doesn't extend to the cloud," explained Ben. "As a result, the directory structure had to be recreated for each new cloud application."

No Automated User De-Provisioning for Cloud Apps

"One of my biggest challenges with cloud services to date has been with user de-provisioning," noted Ben. "When someone leaves the company, we immediately remove that user's credentials from AD, which protects our on-premise solutions. But we needed an automated way to deactivate access to ALL of our apps."

Decentralized Application Management by Business Units

Although the majority of the company's cloud apps were administered by the Enterasys IT team, some were owned by the individual business units. "The apps selected by our business units were completely disconnected from IT," explained Ben. "This made it impossible to have insight into user management, leaving us vulnerable to malicious activity from terminated users."





“Okta makes application administration a breeze. By using our existing AD data stores, we automatically create just one version of the truth for all employee data and permissions, which flows up through Okta and out to the cloud. It hardly takes any IT time at all — it’s an automated process.”

- Ben Doyle, Director of IT, Enterasys

About Okta

Okta is the market leading on-demand identity and access management service that enables enterprises to accelerate the secure adoption of their web-based applications, both in the cloud and behind the firewall. With a catalog of pre-integrated applications and deep integration with Active Directory, Okta provides IT centralized user provisioning, access management, and comprehensive reporting.

For more information, contact us at www.okta.com

Solution

The Decision to Partner with Okta

Enterasys has been using the Okta service since April of 2010. “The decision to go with Okta was an easy one,” noted Ben. “Okta has a robust offering. We liked the idea of a 100% on-demand, multi-tenant solution — one that could support our globally dispersed workforce with easy and reliable access to all of our cloud services.”

“Okta comes pre-integrated with hundreds of cloud applications,” explained Ben. “But we did have one custom-built extranet application that we wanted to integrate with our Okta solution. The Okta developers had that application up and running in just a few days, free of charge.”

Benefits

Improved User Productivity and Reduced Helpdesk Workload

With Okta, Enterasys users now have just one place to go for access to all of company’s on-premise web and public cloud applications. “Employees now have only one url, one username, and one password to remember to access all of their applications,” stated Ben. “Our IT admins are no longer spending their days resetting passwords for our global workforce and can concentrate on more strategic tasks.”

Centralized Administration Integrated with Active Directory

Okta provides an integrated administrative experience that enables IT to manage users, applications, and AD integration from one intuitive Web console, anywhere, at anytime. “Okta makes application administration a breeze,” Ben stated. “And by using our existing AD data stores, we automatically create just one version of the truth for all employee data and permissions, which flows up through Okta and out to the cloud. It hardly takes any IT time at all — it’s an automated process.”

Automated Provisioning and De-Provisioning Improves Security

The Okta solution provides IT with the ability to revoke user access to all on-premise web applications and cloud-based solutions almost instantly. “One-click provisioning and de-provisioning across all apps is a huge benefit for us — not only for administrative ease — but to ensure the security of our confidential company information. Okta enabled us to completely plug that security hole.”

Increasing the Adoption of Cloud Apps

“Okta provides an easy-to-use homepage with icons for every application the user has been provisioned,” continued Ben. “By keeping all of those icons in front of users, it is actually increasing the adoption of some of our cloud apps — particularly some of the newer apps and a few others that aren’t used every day. All employees need to do is click on the icon to try the new service.”

