Enabling organisations to automate identity lifecycles with Okta, no matter their size, budget, or tech setup

While IT leaders know that adopting new technologies can be extremely beneficial for their business, they also know that it can lead to challenges. Creating and changing user identities across applications is time consuming, and ensuring their security can be burdensome, especially if they don't have full control over all applications used across the organisation. The good news: all of these challenges can be addressed by automating the identity lifecycle.

Enter FuseLogic, a Dutch solution provider with expertise in Identity and Access management to help organisations streamline HR processes. It helps them gain full control over users' application access, from the moment an employee joins the company until they leave. "Our methodology is simple," explains Leon Oud, Sales and General Manager at FuseLogic: "We ask our customers 'who needs access to what and why?' Then we establish centralised access management policies and ensure that these policies are consistently applied across all applications and systems through automation."

Before getting to this point, FuseLogic dedicated its first ten years to helping the largest hospitals, universities, and private companies in the Netherlands to deploy Oracle's database management system. "The legacy system we supported was great technology, used by nearly every large organisation in the Netherlands at the time, but it was also time consuming, expensive, and complex to implement and use," Leon recalls. "Smaller companies with smaller budgets couldn't afford it, and we wanted to help them too." In 2017, FuseLogic started looking for an IAM automation solution that was faster to implement, compatible with a variety of systems, and economically viable for organisations of any size. It spent months gathering marketing information, speaking with vendors, watching product demos, and going to training sessions to test a variety of alternatives. The search finally ended when the company came across Okta, identifying it as the tool it was looking for to help organisations of any size to streamline their identity lifecycles.

"For FuseLogic, success means enabling any organisation to automate processes with tools that work well and are easy to use. Okta immediately stood out because it does all that, no matter the customer's size, business processes, or technology setup. As soon as we understood that, we started training our team and became Okta partners," Leon recalls.

From legacy database managers to award-winning Okta experts

Since then, FuseLogic has shifted its focus entirely from the legacy system to the Okta Identity Cloud. As a result, FuseLogic is now the Okta partner with the highest number of Okta certifications across Belgium, the Netherlands, and Luxembourg. Nine out of ten FuseLogic employees are Okta certified - everyone except the office manager at reception. Additionally, the company has since started using Single Sign-On and Multi-Factor Authentication internally, which means that it talks to customers not only as experts, but with first-hand experience of what it's like to use Okta themselves, every day.

In 2020, only three years since its Okta journey began, FuseLogic won Okta's Northern Europe Partner of the Year award in recognition of its mastery in solving complex IAM use cases for customers. "It's very gratifying to see our knowledge being translated into real-world benefits for our customers, and to see their success as well as ours being celebrated," says Leon.

Helping organisations to overcome challenges, quickly

FuseLogic now helps small, medium, and large organisations to automate and secure IAM processes with Okta. Grounded on the principle that organisational culture is just as important in determining the success of an implementation project as the technology itself, FuseLogic's starting point for helping customers is always their daily realities.

"With Okta, it's quick and easy to deploy the technology, so we have more time to spend on helping customers make the most of Okta to support their daily practices," Leon explains. "This way, they can actually experience the results of the project, which makes it easier for them to get team members on board and carry on the initiative with enthusiasm."

And when it comes to enthusiasm, timing is also key. "If it takes too long for a solution to be implemented or for results to start being noticed, people start losing their focus and the chances of the project succeeding start getting lower," he explains. "Okta is user friendly and offers enterprise level security, scalability, and flexibility. This means that with Okta, customers can go live faster with new applications and digital initiatives. They notice the time to value very quickly, which makes them happy, and that keeps them going until they meet their goals."

Making it possible for customers to work with any technology they want to use

But FuseLogic's strength doesn't just lie in mastering the Okta Identity Cloud. It also plays a part in making Okta available for organisations using applications that aren't yet part of the Okta integration network. "The Okta Integration Network is incredibly vast, covering more than 6,500 integrations for cloud, on-premises, and mobile applications. But it can't cover all applications under the sun," says Leon. So to support customers and prospects using applications which are not yet integrated with Okta, FuseLogic creates connectors: a means for applications and systems to communicate with one another and exchange information with Okta. This way, customers can integrate any application to further support their business goals.

"We use the available Okta technology to make the best connector possible in the shortest time possible, so that organisations can automate identity lifecycles and keep their systems in sync with Okta no matter what tools they choose to use," Leon shares. And many more organisations can do the same. Thanks to FuseLogic, connectors for web-based HR software AFAS, compatriot service management software TOPdesk, and internationally popular DevOps platform GitLab are now available in the Okta Integrated Network.

Next, FuseLogic aims to help its customers' customers. The key to doing so, Leon explains, is to focus on Customer Identity and Access Management (CIAM) initiatives to help organisations launch new applications while ensuring a unified and enjoyable user experience across their channels. "Customers want simplicity, convenience, and good services, and Customer Identity and Access Management (CIAM) plays a key role in how organisations deliver that. There are great possibilities in this field and we're excited about what we can do for our customers in the future with Okta's off-the-shelf CIAM solutions," Leon shares.

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Leon Oud
Sales and General Manager, FuseLogic

Okta

Okta is the leading independent provider of identity for the enterprise. The Okta Identity Cloud enables organizations to securely connect the right people to the right technologies at the right time. With over 6,500 pre-built integrations to applications and infrastructure providers, Okta customers can easily and securely use the best technologies for their business.

Over 9,400 organizations, including Engie, JetBlue, Nordstrom, Takeda Pharmaceutical, Teach for America, T-Mobile and Twilio, trust Okta to help protect the identities of their workforces and customers.

Learn more at www.okta.com