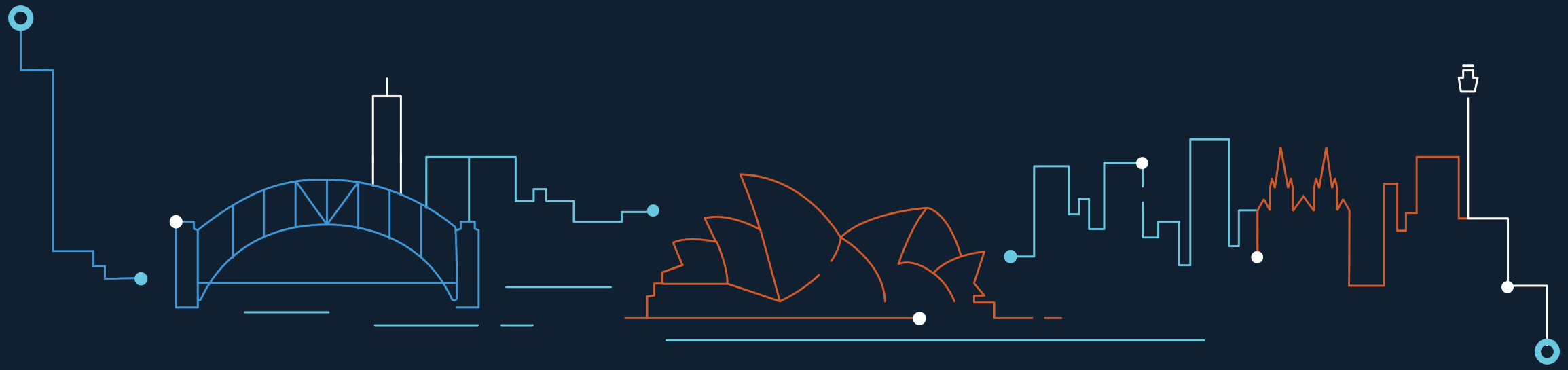
okta

FORUM

Modernize IT

Daniel Lu, Product Marketing



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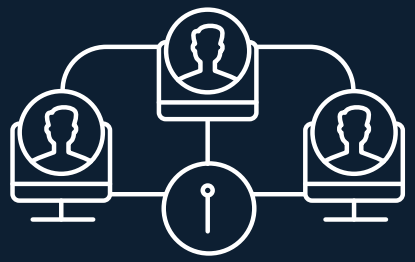
The New Realities Facing Modern IT Organization

Cloud Adoption

LOBs are demanding new cloud apps to stay innovative

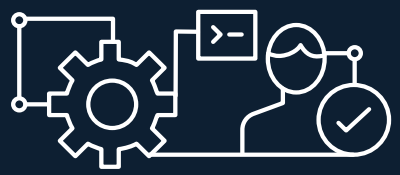
Mobile Workforce

Employees want easy access to all apps from any location on every device



Outside Collaboration

Outside partners require the same secure and seamless access



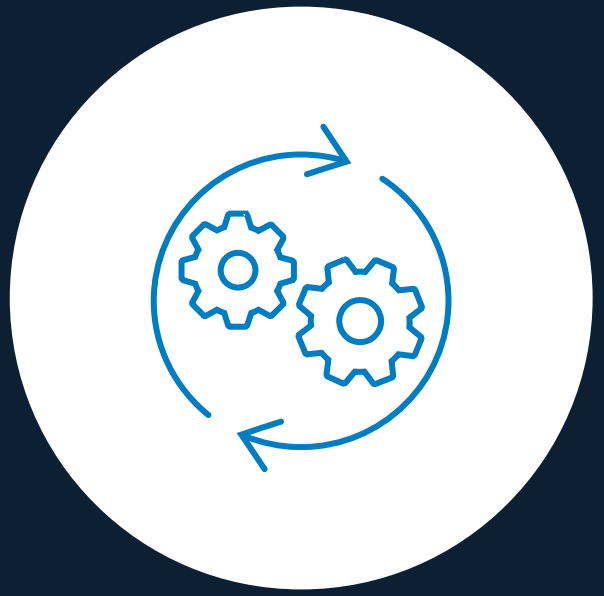
API Economy

Developers creating modern applications and tools built on APIs

Projects IT Needs to Take On

Cloud to Ground App Access

Centralized Identity Management



Reduce IT Friction Through Automation

Cloud to Ground App Access

Access to all apps from any device or location

BUT

Complex, **time consuming**, and **expensive**

Centralized Identity Management

Single view of user across all apps and profile sources

BUT

User attributes are **spread across multiple profile sources**

Reduce IT Friction Through Automation

Sophisticated
control of user identities
across lifecycle states with
automation

BUT

Manual, error-prone IT
processes **do not scale**
as access needs grow

Identity

okta IDENTITY CLOUD

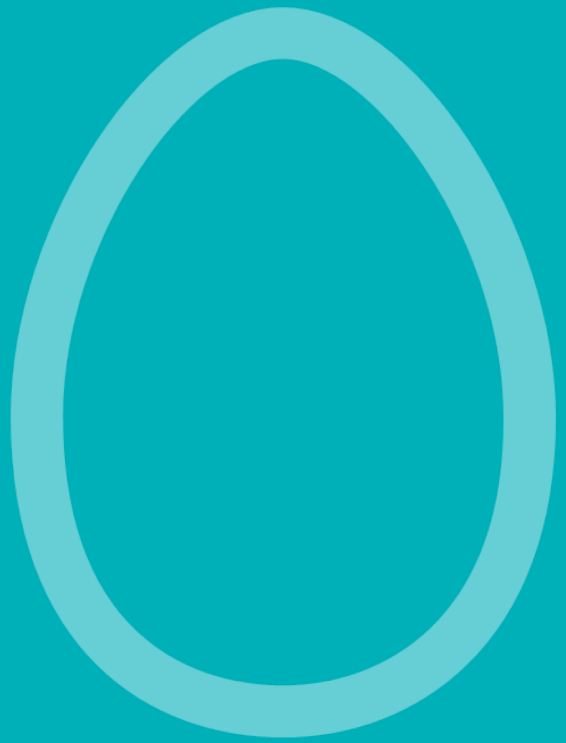
Single Sign On

Universal Directory

Lifecycle Management

Adaptive MFA

API Access Management



LIFE INSURANCE

MLC

Okta

The MLC Life Customer Journey

June 20, 2018

Gus D’Onofrio

A new era for MLC Life Insurance

100% NAB owned

Nippon Life's acquires 80% effective 1st October 2016

We participate across all major market segments (except mass market direct).

Instruction to keep the brand but set up our own stand alone operation

Technology and other support functions embedded in the bank

Australia's biggest startup – more than 1,600 employees.

Technology Strategy

MLC Life creates Program Sanagi (Japanese for chrysalis) to stand up its own Technology. The project is split into 26 platforms.

Infrastructure, Network, Security, DevOps and Workplace are defined as enabling platforms and are built from the ground up.

Other platforms are moved across from NAB to the MLC Life environment between 2017 and 2019

Some of the projects we work on include Cloud SSO, automated provisioning, Office 365, etc.

Cloud first mindset / hybrid model

Philosophy

Aiming to create a more dynamic organization, Technology decides not to emulate NAB.

With a base of former NAB users, the hiring focuses on people from more dynamic industries, creating a hybrid culture, where the best idea wins.

The Team grows to 130+ people, focusing on Sanagi and BAU.

Challenges

- Requirement to setup infrastructure within 24 months from day 1
- Need to integrate with a legacy AD
- Flexible and agile integrations, not only with internal platforms but also with B2C platforms – SaaS, etc (via APIs)
- Cost model that could easily scale
- Requirement to get the business to own authorization

How Okta Helped

- Modernizing MLC
  - SSO (MLC embracing cloud applications, Office 365, ServiceNow, FCM Travel Management, Preceda, ZScaler, etc.)
  - RBA (MLC while NAB did not have RBA)
    - Driving efficiencies and pushing the business to own the responsibility

- Governance & Security
  - Strong requirement from the industry on the back of the Royal Commission
  - Okta's compliances & certifications helped drive MLC's costs down
  - MFA (in the process of being rolled out next week) for internal users and 3rd party vendors across different geographies

- Efficiency & Costs
  - Driving costs down while delivering integrations with all required platforms

Next steps

- Complete migration of legacy platforms from NAB to MLC Life, integrating all platforms with Okta
- Consolidation of applications
- Onboarding of contractors into Okta, but not into HCM
- Continue slow shift towards public cloud

Lessons learnt

- It’s all about the people
  - Choose your delivery partner carefully
  - Get some technically strong internal resources involved
    - Make sure they get proper instruction to absorb knowledge and own the technology in due time

- Manage expectations
  - Integrations may take longer initially, but with time they will be completed faster
  - Make sure your internal Team absorbs the learnings

- Promote your success
  - Business users like SSO. Let them promote this technology for you.

LIFE INSURANCE

MLC

Thank you

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