Identity Governance Mini-Case Study:

1. **Introduction**

This mini-case study provides an overview of how CTI successfully partnered with ***Bristol-Myers Squibb (BMS)*** to implement an advanced ***Identity Governance*** solution that met with its requirements for improved certification and remediation processes, strengthened security and compliance, and lowered costs. For more information on CTI, please see www.cticorp.com

2. **Customer Profile**

BMS, a multi-billion-dollar global corporation, is the world's leading BioPharma company. Bristol-Myers Squibb uniquely combines the reach and resources of a major pharmaceutical company with the can-do spirit and agility of an innovative biotech. It has over 28,000 employees with offices in various countries.

Headquartered in New York, BMS has myriad systems to manage employees and servers across multiple geographic locations. It chose to certify and audit its user access in a controlled and efficient way using the **SailPoint IdentityIQ (IIQ)** software product.

3. **Customer Needs**

BMS required a reliable, supportable solution that brought identity data into a central repository and performed access reviews meeting critical governance and compliancy requirements. More importantly, they will migrate from a custom home grown application to more customizable and flexible solution. BMS required end to end automation of the process.

The governance solution needed to support complex correlation and data transformation rules in producing the central repository. The solution also needed to provide audit ability of the entire certification process, providing periodic reports on the status and progress of the access review process. Also, the solution should support reviewing access of external partners to BMS systems. Finally, the solution should support on-boarding a variety and very large number of applications for access review.

Solution Provided by CTI

SailPoint IIQ offers on-demand visibility into "***who has access to what***" so that enterprises can address compliance mandates and governance requirements across the most complex IT and business environments. Its centralized intelligence and risk-based approach to managing user access provides transparency and strengthens controls. IIQ automates data aggregations, access certifications, remediation, and the end-to-end access request and fulfillment process.

CTI partnered with SailPoint to help BMS plan for the controlled introduction of the IIQ product and provided hands-on engineering services to successfully implement the product. CTI also provided BMS with ongoing support during a subsequent audit period.

More specifically, during a Phase 1 of the project, CTI provided BMS with specialized professional services during several important stages, including:

- Requirements Analysis and Design
- Implementation and Validation
- Customizations (using Java)
- Production Roll-out, Report generation and support for first Audit
- Implementation of Manager and External Partner access reviews.

For Phase 2, CTI provided BMS with specialized professional services for more advanced deliverables such as:

- Requirements Analysis and Design for on-boarding large set of applications.
- Implement very complex aggregation rules and configure advanced access reviews.
- Complex access review requirements and scripting for delegation rules to conditionally route certifications to approvers and data owners
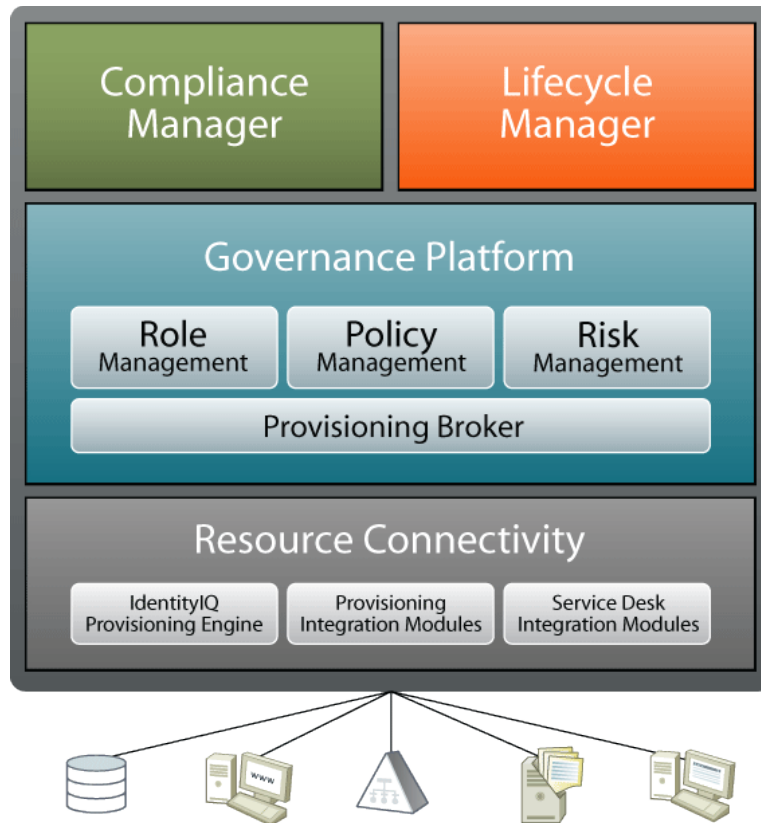
Benefits to Customer

The solutions implemented and supported by CTI Professional Services resulted in an excellent return on investment (ROI) and many specific benefits to BMS, including:

- Replacement of the current manual/semi-automated user access certification processes
- Centralized, enterprise-wide repository of identity governance information, defining who has access to what.
- Repeatable and auditable certification processes, which are extensible enough to facilitate future requirements.
- Solved BMS overall needs for Identity Governance.
- Better data integration, increased security, higher efficiency and lower costs

Conclusion

With its 12+ years of experience, CTI is a reliable Identity Governance solution provider that is successfully assisting BMS globally meet its needs for improving its compliancy and audit processes. The SailPoint IIQ product, combined with CTI expert-level professional services, has provided BMS with an excellent ROI.