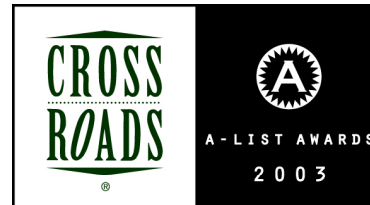


IBM

Armonk, NY

IBM Tivoli Identity Manager, IBM Tivoli Access Manager, and IBM Tivoli Privacy Manager

➤ Integrated Identity Management Solution



CUSTOMERS AT WORK

Global 2000 corporations served as references for IBM Tivoli. Common objectives and requirements included:

- Cost-effective identity lifecycle management (enrollment and provisioning) with centralized management, decentralized administration, and user self-service
- Secure identity control (access and privacy control, single sign-on, and auditing) in a heterogeneous environment within the enterprise and across company lines
- Highly reliable and scalable base technology (directory and workflow)

WHY IBM?

IBM comprehensively addresses the major corporation's need for an identity management solution with a suite of integrated products: IBM Tivoli Identity Manager, IBM Tivoli Access Manager, and IBM Tivoli Privacy Manager. The solution improves productivity and reduces administrative, help desk, and ongoing infrastructure costs. It supports open standards across a variety of platforms and is integrated with numerous third-party applications, as well as other IBM core technologies. Security can be extended from Web access to UNIX, Linux, NT, and mainframe environments, providing a consistent security implementation across the extended enterprise.

COMPANY INFO

IBM is a public company (NYSE: IBM) with approximately 320,000 employees worldwide.

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www.ibm.com/tivoli

BUSINESS IMPACT

Near-term value: It's pretty simple: IBM customers are cutting IT costs and saving time while improving security.

Enterprise innovation: IBM customers are moving toward privacy management at a pace that varies by brand or industry. Identity federation (sharing user authentication and attribute information between trusted Web services) is an important future direction.

Technology gains: Among reference customers interviewed, the IBM identity management solution is supporting up to 80,000 daily users. With IBM's assistance with tuning for scalability and availability, one reference customer has tested the underlying directory to 15 million users. Customers report good success adopting the IBM-integrated solution without ripping and replacing installed third-party components that are working well.

SUCCESS FACTORS

Project strategy: Integrated identity management is a large IT architecture project. In today's world, the critical success factor is to break the project into steps that can each be justified. Customers say that stepwise justification is achievable over and over again—as long as the architectural work is done up front. Absent an executive mandate? Maximize grassroots appeal! Make HR and benefits data the centerpiece of the authentication system, and developer adoption will catch on quickly.

Skills: Customers say the biggest gap is likely to be an incomplete understanding of the security and privacy problem—let alone its interdependence with business-user effectiveness, IT operations efficiency, and developer productivity. Take time up front to develop a shared ops-developer understanding of the status quo and of how identity management will impact time, cost, and risk. Approach the business side of the organization after the message is concise and the cost savings are clear.

Resources: The time and resources required to implement an identity management solution depend on the organizational processes and data defining authorized users. In this respect, expect to discover and plan time to resolve some previously hidden issues. Once IBM Tivoli Access Manager is widely used, it will be the company heartbeat. Accordingly, provision the hardware and staff the system for high availability.

Fit: IBM is the preferred partner for major corporations building integrated identity management systems to reduce infrastructure costs while they improve information security and privacy.

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ABOUT THE CROSSROADS A-LIST AWARDS

The Crossroads A-List identifies the best newly proven products and services transforming business today. Winners are determined after an analysis of the vendor's strategy followed by confidential, in-depth interviews with early adopters.