

# Bell Takes Off with Identity Management (IGA)

## BUSINESS OVERVIEW

Bell Textron, Inc., formerly Bell Helicopter, is a leading manufacturer of aircraft for military and commercial use. Bell operates as a business unit of Textron, Inc.

Patty Schuljak, Manager of Identity Management & Cybersecurity, was challenged with selecting and implementing a modern Identity Management solution for Bell, retiring legacy systems, and re-designing user provisioning processes; a project that will impact thousands of users across the corporate enterprise.



## KEY CHALLENGES



**HIGH COST STRUCTURE** - Users were manually administered in individual systems, which drove costs up and efficiency down.



**LOW DATA QUALITY** - Manual, free-form data entry combined with process issues introduced data errors and inconsistencies, making manual provisioning less efficient.



**PRODUCTIVITY LOSS** - High-touch request process with manual user account provisioning was inefficient, inconsistent, and prone to error which kept end users waiting for system access.



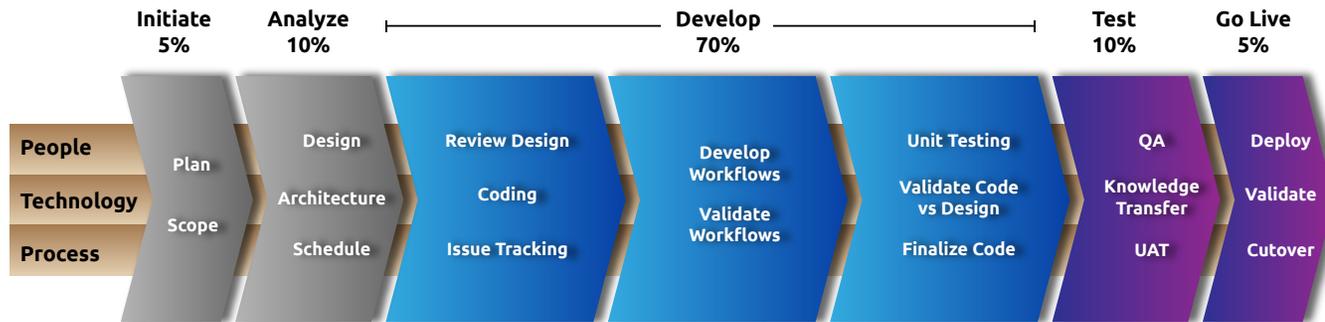
**UNNECESSARY ADMINISTRATIVE OVERHEAD** - High volume of end-user calls to the IAM team to address basic account and application management functions created an unnecessary burden on end users and support staff.

Bell had a team of resources and multiple home-grown products in place to process and fulfill access requests. The problem, however, was that these systems were nearing end of life for vendor support and the manual provisioning model made it difficult for users to get the access they needed. Idenhaus was asked to help Bell design and deploy an Enterprise Identity, Governance and Administration (IGA) solution to centralize user provisioning and access management. The IGA vision included establishing a central hub for managing identity data, request and approval workflows; enabling new applications and services to be brought up quickly. The new solution would also ensure that only verified and approved users could access Bell's applications, systems, and other online resources via managed permissions.

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# IDENHAUS Makes IGA Implementation Easier

- Started with an IGA strategy & roadmap to secure funding to implement the solution
- Idenhaus' methodology provided the foundation for a rapid and successful deployment
- The structured delivery lifecycle identified issues early and mitigated implementation risk
- Bell received Textron's award for the Best Security Project of the Year for its IGA implementation



## MATURE METHODOLOGY

All projects must align to goals and objectives fully supported by the executive sponsor. Results should focus upon timely delivery of benefits to the business. Key stakeholders should be informed and understand the business objectives to ensure successful project participation and delivery.

**Deliver On Time and On Budget** - The most important success factor driven by a mature methodology that minimizes risk and waste.

**Focus on Business Improvement** - Every decision is evaluated against the business value it delivers.

**Collaborate** - Proven tools and techniques for eliciting, collecting, and interpreting requirements.

## SUCCESSFUL DELIVERY

Idenhaus has years of experience working with customers from diverse industries and understands that strategic recommendations are not valuable if they are not actionable.

**Based on a Strong Analysis** - Recommendations are based on a solid understanding of the real problem as a result of the detailed analysis.

**Incorporates Best Practices** - When we recommend a specific course of action it is based on consideration of past successes and failures.

**Consistent with the Project Objectives** - Recommendations are aligned to the strategy and goals of the organization defined in the roadmap.

## RESULTS

The results Bell achieved were not merely technical and the impact was huge. The project allowed Bell to replace a legacy system with plans to retire several more, consolidate technology, and implement new provisioning processes that dramatically improved service levels.

Idenhaus provided specific strategic and tactical recommendations that were tailored to the environment. Detailed use cases, role-based access, Lean process design, and enhanced workflows were cost-effective recommendations that virtually eliminated errors and dramatically reduced processing time.

### Key results:

- » Replaced and retired legacy systems
- » Improved visibility into user access and enhanced access governance
- » Reduced user provisioning costs through automation
- » Implemented role-based access model to improve security, compliance, and audit
- » Recognition:  
2019 Best Security Project, Textron, Inc.

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