

Modernizing business operations using IAM and Azure solutions

For a multinational oil and gas leader





Customer Profile

British multinational oil and gas major, with vertically integrated operations in all areas of oil & gas industry, including exploration, production, refining, distribution, power generation, and trading.

1 Business Need

The large-scale modernization of the business operations to adopt modern digital & cloud technologies, also needed a revamp on their Identity & Access Management Program to support transformation and on-going DevOps support of both Enterprise and Partner identity platforms. The organization chose a Microsoft Azure Cloud-first strategy and some of the key IAM transformation themes needed to support business initiatives, included:



Enhance security by deploying Azure Multi-factor authentication



Build Conditional Access Policies to protect enterprise data & assets



Improve user experience through Azure Self Service password reset



Secure third-party access by deploying Azure Business to Business



Identify identity-based risks and export risk detection data leveraging Azure Identity Protection



Incorporate agile methodology into service delivery leveraging Azure DevOps Boards



Generate Power BI reports and integrate Log analytics for better data visualization



Enable end-to-end Azure IDAM platform support



Collaborate with Microsoft on private preview features & provide feedback to Microsoft Product Teams

2 Technology Landscape

The transformation program included the following Microsoft Azure components, to support **200+** applications and 90,000 user accounts:

Azure AD IAM stack, including MFA, SSO & Azure B2B solutions

Azure Information Protection

Azure PowerShell Scripting

Microsoft Visual Studio & Microsoft Graph

Microsoft Power BI

3 HCL Solutions and Services

HCL approached this program with a two-step approach, combining their Azure stack implementation expertise to run a time-bound Transformation program; paired with experience in supporting operations to deliver an SLA-driven outcome-based service along with a theme of continuous improvement. Implementation:

Transformation Project:

- Developed an Azure B2B Self-service registration portal, hosted in Azure AD for Business Partners
- Enabled access to 12+ Applications for B2B Partner accounts
- Enabled Single-Sign-On while working with Application stakeholders
- Configured Separate Conditional Access policies for managed and unmanaged devices
- Blocked Legacy authentications via Conditional Access policy
- Secured all business applications with Baseline policies, and implemented 55+ conditional access policies (both Baseline and Scoped)
- Enabled Azure Google federation and One time-passcode features for Business Partners
- Deployed Azure Automation scripts for dormant accounts removal and Un-redeem Invitations for Org Partners
- Enabled Self Service Password Reset and Multi-factor authentication services
- Handled Authentication Session timeouts with conditional access policies

Operations Support:

- Provide on-going Business Hours Operations support to the Azure IDAM environment, including troubleshooting and modifications to application connections.
- Monitor & address High-Risky events, through close collaboration with Security operation team
- Closely worked with Digital Security team for MFA exemption requirement
- Secure & Monitor all employees/Contractors accounts with Azure Identity Protection service
- On-going development support for platform enhancement, application intergration and policy tuning.

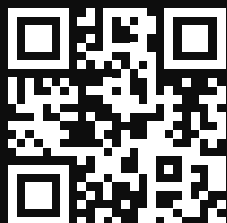
4 Benefits/Value Delivered

With HCL's modernization solutions and services, the company:

- Increased their Productivity through reduction of manual activities and ease of providing access to partners
- Reduced the help desk cost
- Streamlined the MFA exemption process
- Followed best IAM practices to clean up current production Azure AD environment with respect of service, test, generic, positional, shared accounts
- Enabled Azure One time-passcode feature for Partner accounts to secure the authentications
- Established a feedback loop in Microsoft on New private preview feature to collect Pros and Cons

To know more visit: <https://www.hcltech.com/cyber-security-grc-services>
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