

# Modernizing business operations using IAM and Azure solutions

For a multinational oil and gas leader



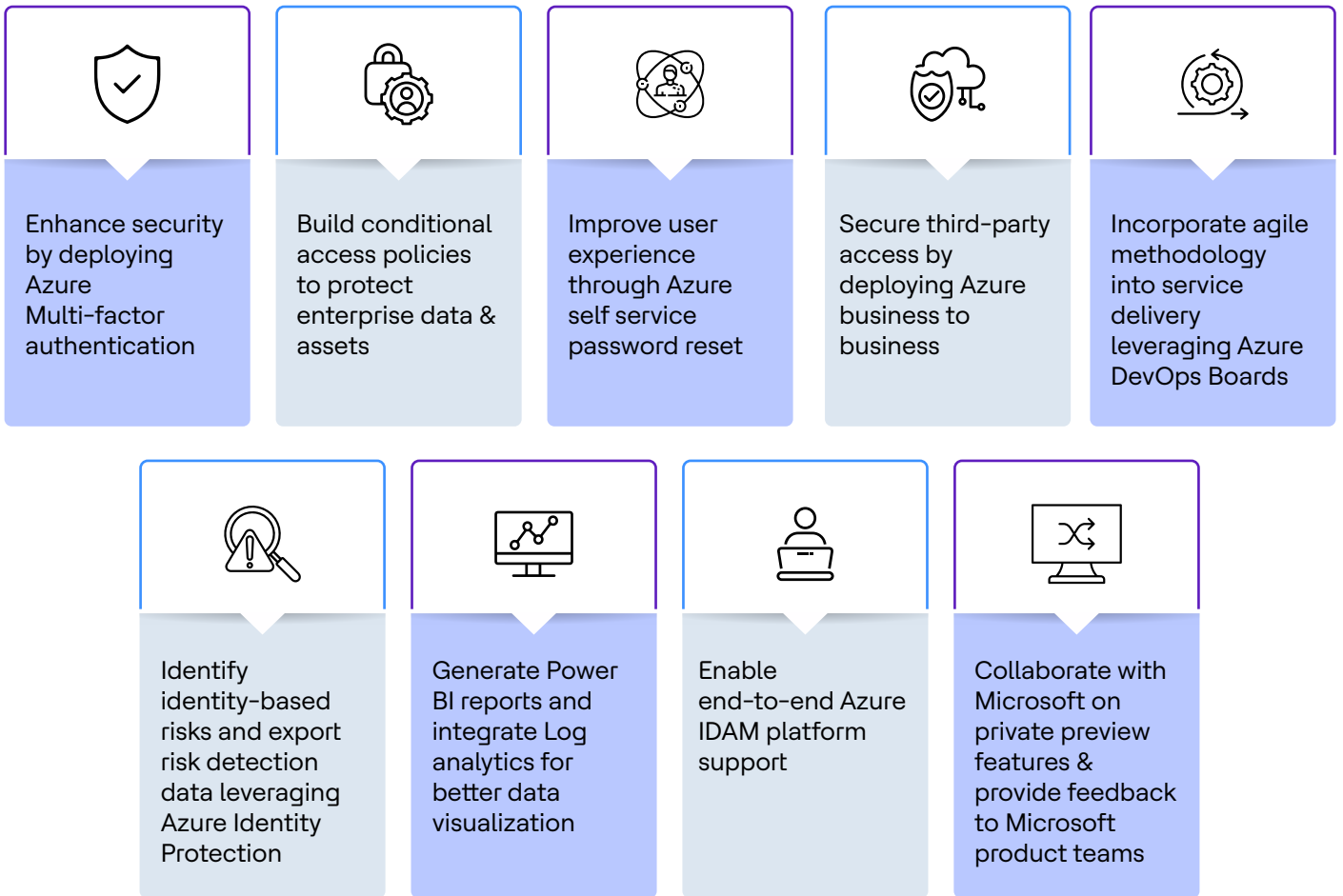
## Customer profile

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.



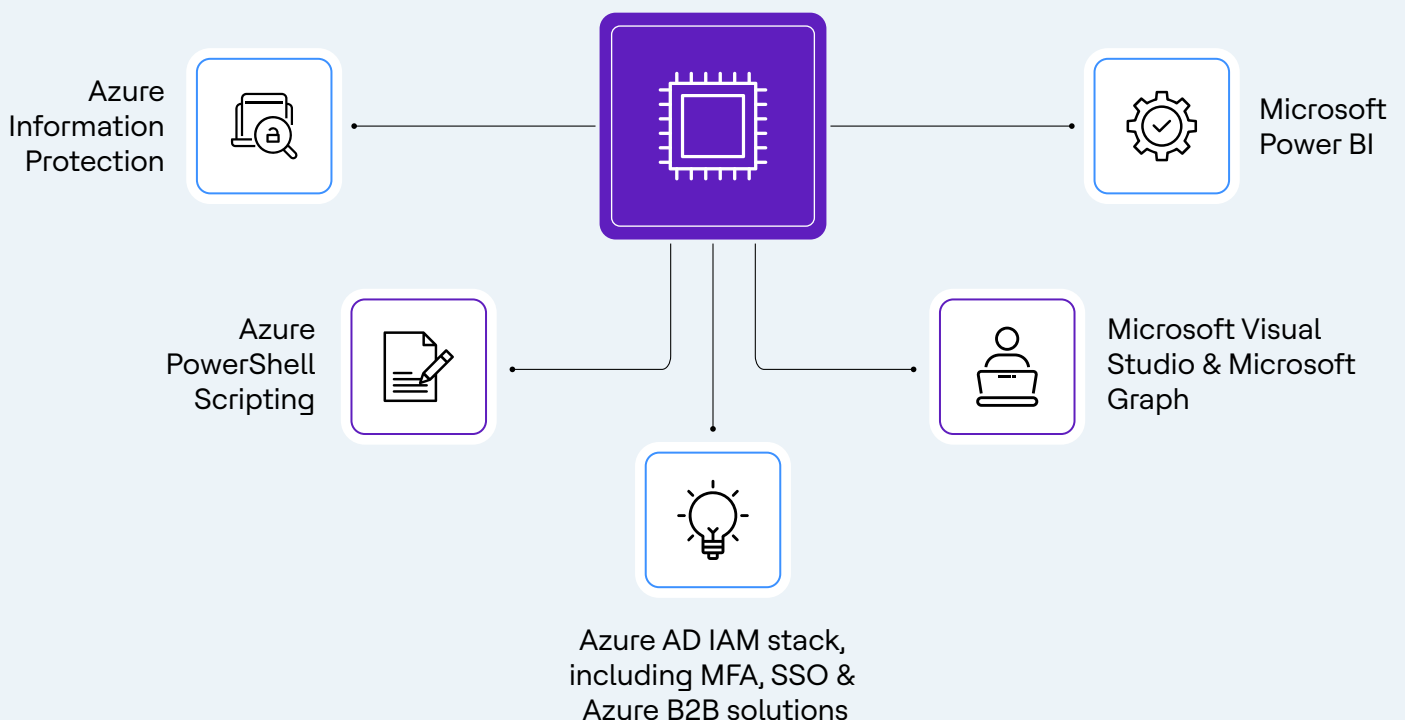
## Business need

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:



## Technology landscape

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



# HCLTech solutions and services

HCLTech 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.



## 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.



## Benefits/value delivered

With HCLTech'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

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or write to us at [Cybersecurity-GRC@hcl.com](mailto:Cybersecurity-GRC@hcl.com)