

Courion Powers Provisioning and Compliance for Leading Regional Energy Services and Delivery Company



Facilities

Publicly-traded energy services and delivery company. As a result of acquisitions and consolidations, there is one centralized IT department servicing 5 companies in 4 states.

Users

More than 5000 IT Users serving nearly 3 million customers in the Northeast.

Key Application Integration

Active Directory, Exchange, Oracle, RACF and SAP connectors all went in to production within 6 months of product purchase.

Key Results

- Realized immediate annual savings of \$125,000
- Reduced call center new hire provisioning time in many cases from 5 days to minutes
- Achieved full production of 30 templates covering 5 company call centers in less than 6 months from the initial purchase
- Completed identity mapping of 23 production applications; 60 additional systems planned

“Courion helped us improve operational efficiency, reduce costs and maintain regulatory compliance by streamlining IT processes and integrating with key enterprise applications. We expect to see continuous improvements across our business operations as we continue to roll-out functionality across the company.”

Director of Support Services

Courion’s customer is a super regional energy services and delivery company serving over 3 million customers in the Northeastern United States. The company is engaged in electric and gas transmission and delivery, as well as the operation and maintenance of small hydro and fossil facilities.

Given the complex nature of the Company’s business, they identified a number of key objectives to be accomplished with their provisioning and access compliance implementation:

- Streamline the user provisioning process through automation
- Demonstrate continuous compliance with industry and regulatory policies
- Develop role templates to gain operational efficiencies
- Select a solution that would easily integrate with an existing help desk solution

Based on these objectives, the company pursued its review and selection process for an automated provisioning and access compliance solution.

Identifying the Challenges

The Company faced a number of different challenges that drove the initiative to automate provisioning and compliance. Business and technology consolidation, cost reduction objectives, federal regulations, Sarbanes Oxley regulatory requirements and the cyber security mandates all contributed to the need for identifying the appropriate solution for their enterprise.

Additionally, the magnitude and complexity of legacy environments under management, a shift to the enterprise SAP platform, and infrastructure upgrades including the deployment of Active Directory were technology issues that required consideration throughout the selection and implementation process. With more than 20,000 security related requests being processed annually, the inefficiency of disparate, manual systems directly impacted the ability of the Company’s workforce to perform their jobs. User interfaces were obsolete, poor manual workflows contributed to operational inefficiencies and chronic security access request backlogs resulted in frequent expediting and customer dissatisfaction. Specific issues that had to be addressed including lead time to achieve management and data owner approvals for security requests, lack of a centralized user access “roles” repository, overly labor intensive security request provisioning, lack of integration with existing infrastructure and an inability to support self service.

Selecting Courion

The Company selected the Courion Enterprise Provisioning Suite™ solution in May 2007 to address its provisioning and access compliance challenges after a rigorous RFP review process. The vendor selection team was comprised of representatives from cross-functional organizations including IT, finance and compliance. The Company also used a third party company to help develop the RFP, the goal of which was to create an unbiased set of selection criteria that would ensure that all of the critical business and IT objectives would be met.

Categories in the decision matrix included the following:

- **Vendor** – Market share, financial stability, references, roadmap/vision, pre- and post-sales support
- **Tool Requirements** – Functionality (out of the box and with customization), integration capabilities, reporting, value added options
- **Process Requirements** – Functionality, integration, reporting
- **Technical Architecture** – Stability, maturity, scalability, modularity, performance, client configuration capability
- **Implementation** – Methodology, training, documentation, professional services, post-implementation support, speed to delivery

Based on the final results of the rating process, the Company chose the Courion Enterprise Provisioning Suite. To automate user account creation, modification and deletion, the Company implemented the AccountCourier® user provisioning solution. The RoleCourier® role management solution was chosen to automate the lifecycle of roles across the organization and the ComplianceCourier™ policy verification solution was chosen to develop and manage manager and data owner pre-approvals for policy enforcement and verification.

Using Courion to Power the Changes

One of the first areas the Company needed to address was its ability to provisioning workers in the call center. The Company's call centers employ more than 500 staff and has the typically high turn-over associated with this function. Manually provisioning new call center workers was taking up to 5 days, impacting new employees' ability to be productive. In less than 6 months from the initial purchase, the Company was up and running with AccountCourier to automate user provisioning for the call center staff and the time to provision went from 5 days to minutes in many cases.

The Company also purchased the Courion solution to develop and implement templates that would further streamline provisioning and application access, as well as maintain and demonstrate continuous compliance. RoleCourier is being used to create roles with pre-defined attributes that define an employee's access requirements. The Company plans to use ComplianceCourier to further automate the process of policy verification, attestation and remediation. Compliance discovery is being conducted in conjunction with the RoleCourier pilot and the Company expects to be fully automated within 18 months of purchase.

Light Shines on the Results

According to plan, the Company first went live with a limited set of pilot templates and then achieved full production of 30 templates covering the company call centers in less than 6 months from the initial purchase.

The Company also implemented an integrated 'Smart Form' that delivered one stop shopping for end user IT request fulfillment. The Smart Form increased customer service, streamlined business operations and improved back office efficiencies. Users can request hardware, software or security access through a web based shopping cart interface. The IT request form front end integrates with the incident management system, Courion, Active Directory and SAP.

While the Company did contract with Courion for some of its professional services requirements, they also use their own IT staff to create new connectors. To date, the Company has developed more than 120 event and workflow connectors for the required 147 target systems. They have also gone live with multiple automated workflows covering basic security events such as: model as, ad hoc, transfer, and separation.

Ultimately, the Company's goal is to provision 60% of each of the operating companies with role based templates by the end of 2008. This will provide significant lead time reduction via fully automated provisioning that is SOX compliant. The Company realized immediate annual savings in 2008 of \$125,000 and expects to achieve greater cost savings as more user templates go in to production.



World Headquarters

COURION CORPORATION
1881 Worcester Road
Framingham, MA 01701-5409
Telephone: 508-879-8400
Toll-free: 1-866-COURION

EMEA

COURION CORPORATION
3 Brindleyplace, Birmingham
West Midlands, B1 2JB
United Kingdom
Telephone: +44 (0)121 698 8553