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| Scenario | Unison Systems architected, planned, designed and built a high volume / high performance identity management system (IdM) for the largest ISP in the nation. |
| Triggering event | Unison’s telecommunications client had planned to move away from proprietary hardware platform for their x.500 directory backend that provided identity services for their High Speed Internet and Telephony provisioning systems. |
| Actors | Unison Systems project staff included 30 team members consisting of Program Managers, Project Managers, Identity Management Engineers, LDAP/SSO Engineers, Data Architects, Data Analysts, Business Analysts, SQL Developers, DBAs, System Admins, etc. |
| Stakeholders | The stakeholders within the telecommunications client were the High Speed Internet business unit along with the National Engineering and Technical Operations organization. Executive leadership was fully vested on the project due to its importance, scope and potential customer impact. |
| Summary | <ul style="list-style-type: none"> • Unison Systems conducted a comprehensive architecture, platform and toolset selection study in order to develop strategic recommendation covering business process re-engineering, technical platform, environment and toolset selection, as well as preparation of approach and roadmap that served as basis for the general project plan for a very large email platform migration. • The IdM system provided single-sign-on (SSO) authentication, authorization, entitlements and preference management functionality for the clients large customer base • The Identity Management System was built on top of a grid directory infrastructure (x500) that supported up to 30k transaction per second in order to satisfy performance requirements to federate SSO to the ISP partners. • The distributed directory platform has both local redundancy and geographical diversity that provides disaster recovery capabilities unparalleled in the industry. • Approximately 25 million users nationwide currently use the new Identity Management System. |
| Benefits | <ul style="list-style-type: none"> • Achieved high performance on single sign on authentication, authorization, entitlements and federated credentials. • Expense reductions and operational efficiencies resultant from enhanced directory infrastructure. |