



# INFOSYS TRANSFORMS EQUATEX'S IDENTITY ACCESS MANAGEMENT FOR STRONGER SECURITY AND ENHANCED USER CONVENIENCE

## Abstract

In the post-pandemic world with remote working and the proliferation of smart devices, identity and access management (IDAM) has become increasingly critical and challenging. This is especially true for enterprises handling sensitive data, as in the case of Equatex, a global financial service provider. Equatex was grappling with multiple challenges owing to its legacy system. IDAM entails secure management of digital identities, authentication of users, and authorization of access to resources. With SailPoint IdentityIQ, Infosys streamlined Equatex's identity and access management processes by enhancing security and productivity while reducing effort for access provisioning.

## Making Self-service an Internal Differentiator

The year 2020 brought home the importance of digital security with a dramatic shift to online interactions and transactions. Businesses that moved operations to the online world scrambled to institute safeguards for sharing data with the largely remote workforce. With the incidence of cyber-crime on the rise, secure and efficient identity access management (IDAM) has emerged as a key measure to protect organizations as well as their customers.

This was particularly true for Equatex, a global financial service provider of international employee and executive compensation schemes. Ensuring smooth and speedy user journeys for employees and contractors was a priority for them. This called for a well-governed and compliant IDAM system. Subject to annual audits by Swiss financial regulator FINMA, Equatex was challenged by the complexity and inherent shortcomings of their existing IDAM system and processes. The major challenges included limited ability for application integration, lack of single source of truth, and manual processes to onboard new users. Equatex needed a strong technology partner to enhance their IDAM system while reducing maintenance effort and cost.

Infosys is a leader in the cyber security space with a host of IDAM offerings successfully deployed for top global enterprises. With more than a decade of experience in implementing, maintaining, and operating IDAM systems, Infosys brings proven expertise in custom solutions to meet every organization's unique needs. Its approach is designed to enable clients to focus on their core business.

With these differentiators in mind, Equatex chose Infosys as their strategic partner to transform their operations through a robust IDAM system. Apart from domain expertise, Infosys also leveraged its strategic alliance with SailPoint to deliver an automated and well-governed solution that is helping Equatex stay fully compliant with auditing standards at reduced effort, time, and cost.

## The Infosys Impact

Infosys successfully replaced the legacy IDAM tool with the next-gen SailPoint IdentityIQ solution. Infosys also brought in efficiencies and convenience to Equatex users by deploying modules such as user management, centralized data governance, bulk access approvals, and self-service access request and password management.

To begin with, Infosys conducted a thorough analysis of the current identity and access management system.

SailPoint was chosen as the new IDAM

tool for several reasons: it was easy to operate, cost-effective, user-friendly, and could integrate with a number of other applications.

The migration was executed by disconnecting the old system and onboarding applications like EquatePlus, Oracle databases, Active Directory and disconnected applications managed through ITSM/JIRA to the new platform. A common data access was set up in SailPoint. Equatex commended Infosys on achieving the transformation of their IDAM system without causing any business disruption.





## Automated User Management

**Enhanced user productivity by 70%**

The JIRA-based ticketing process was shifted to SailPoint. In the previous system, new users were added directly to the Active Directory using a manual ticketing system which resulted in significant delays when creating, modifying, or deleting users.

With SailPoint, the time taken to onboard a new user was reduced by 70%. Infosys also enabled zero-day provisioning, automated access revocation and leaver processes thereby saving 70-95% time and effort.



## Self-service Access Requests

**Achieved 85% effort reduction through streamlined access management**

The client environment comprised of multiple applications. The access to each application was raised on a JIRA ticketing system or through an email. Further to this, the final access provisioning was done manually by respective application IT teams. This meant nearly 3500 tickets per year, each taking 5-10 days to process. With hundreds of applications and voluminous catalogs to be accessed by users, this was impairing efficiency and productivity. Infosys leveraged Sailpoint IDAM tool to build a centralized access request portal where employees could raise access request to any application making it a self-service portal. Infosys also enabled automation for final access provisioning which reduced 85% manual effort greatly enhancing employee productivity. In addition to above, Infosys created a custom approver interface where all pending requests could be viewed and approved in a single shot. This further reduced the time and efforts of the approvers.



## Self-service Passwords

**Enabled 100% automated password reset**

Equatex was dealing with huge volume of tickets every year for password change requests that were handled manually. There was also a high degree of risk from users exchanging passwords over instant messages and tickets.

Once SailPoint was implemented, password resets became entirely automated. Users had access to self-service capabilities to change their passwords without needing to raise a ticket, thereby reducing the risk. Further, as the number of employees increase year-on-year, automation and self-serve passwords continue to deliver effort and productivity savings.



## Data Governance for Smooth Auditing

**Delivered 70% greater efficiency in data collection**

A lot of Equatex's data was collected and stored on Microsoft Excel manually, making it prone to human error and thereby increasing the risk of non-compliance.

The new solution gave Equatex the confidence of having a single source of truth with system-generated data to ensure high data integrity. Time taken to conduct quarterly reviews dropped from up to 2 months to 2 weeks. This not only reduced the effort spent by Equatex in data collection but improved their compliance with internal as well as external auditing requirements.



## Client Testimonial

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This was one of the smoothest projects at Equatex, completely managed by Infosys. They analyzed and understood the challenges in our in-built IDAM tool and proposed the right solution to address all our concerns! A big shout-out to the Infosys team who implemented the solution and brought it to life. Their vision for our access management system helped us focus on our core business while Infosys took care of the processes.

They were instrumental in enhancing our identity and access management system. They implemented access review, optimized processes, and onboarded applications seamlessly. Currently, the team is focused on RBAC (role-based access control). I am sure there is much more to come as the system gets better every day.

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Martin Wuethrich  
CTO, Equatex

### About Equatex

Equatex provides customized end-to-end solutions from employee compensation plans and funding instruments to administration, execution, accounting, and financial reporting for businesses across the globe. They are a market leader and support over 200 international businesses and 1.9 million employees.

### About Infosys CyberSecurity Practice

Infosys combines technological expertise with more than a decade of experience in digital security to provide a complete suite of services including security consulting, security transformation, and security managed services. We help enterprises navigate towards a secure future by fulfilling the promise of 'Digital-trust. Assured.' to our clients. Guided by our three principles of Secure-by-Design, Secure-by-Scale, and Secure-the-Future, we are committed towards building a holistic cybersecurity program with our portfolio of service offerings, that follows a four-dimensional approach of Diagnose-Design-Deliver-Defend.



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