



A SMOOTH TRANSITION TO A SECURE ACCESS REQUEST SYSTEM

Enterprises today realize that the market is customer-driven. So when they embark on their digital transformation journeys and look to modernize, customer-facing applications and processes are usually the first to be revamped. But compliance requirements and workforce productivity issues are now leading many enterprises to focus their modernization efforts on internal applications as well. Most find that over the course of time, their application architecture and processes have become complex and heterogeneous. The situation is worse for enterprises that have an aggressive policy of growing through geographical expansion and mergers and acquisitions.

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The need to urgently revamp internal processes is becoming increasingly common. According to a study conducted by Greyhound Research, a leading global analyst firm, workforce productivity, and compliance and reporting requirements are among the top reasons for modernization of internal processes. When it comes to priorities, 63% respondents highlighted Identity Management and Access Rights Management as key areas for modernization.

A DAUNTING CHALLENGE

A leading US bank, an Infosys client, faced the challenge of streamlining access requests across hundreds of internal applications scattered across several functions and processes for nearly 30,000 employees. Over time, maintaining compliance and auditing had become daunting tasks for the client due to the involvement of multiple systems with manual forms and the unstructured nature of the process. The need to maintain compliance and data privacy called for a more secure and structured access request system.

The bank decided to migrate their applications to SailPoint platform - a self-service access request system - for a standard and consistent access rights experience. They partnered with Infosys for quick onboarding of applications to the new platform and devising a migration strategy that would be fast and non-disruptive to operations.

WORKING IN TANDEM

The Infosys team took an assembly line approach for the migration, that leveraged our global delivery model along with our functional and technical capabilities. A continuous onboarding strategy for applications was implemented, with analysts, designers and developers working as a single team, in tandem, to roll out applications. Infosys established a separate team for integration testing so we could focus on the core tasks of migration and testing on two parallel tracks.

Leveraging Infosys' global delivery model also added scale and efficiency to the implementation.

Infosys accounted for quarterly certification cycles in the release plan, ensuring there was minimum impact from the releases. We also prioritized migration of the applications based on their compliance rating and business criticality.

The team onboarded 34 separate applications over six implementations, starting with SOX-compliant applications, followed by GLBA and Payments. In total, Infosys migrated more than a 100 applications to the new access rights management platform within a year, without any disruption in operations and compliance certification cycles. Even better, the bank achieved savings of 16.7% on overall development costs.

A SMOOTH TRANSITION TO A SECURE ACCESS REQUEST SYSTEM: THE FIVE TAKEAWAYS

- 1 Assess** application landscape and functional requirements to prioritize applications and target platform.
- 2 Adopt** assembly line approach for modernization, so that teams can focus on their tasks and expertise without wait times and hand-off delays.
- 3 Identify** the most critical success factor and devise the modernization strategy around it. In case of compliance, prioritize applications with the highest compliance rating and plan to accommodate certification cycles and other regulatory requirements.
- 4 Plan and Execute** modernization exercise by creating parallel tracks for development and testing, to enable both to move forward in a continuous manner.
- 5 Leverage** global delivery model for rapid and continuous onboarding of applications.

BIG LEARNING:

In the digital transformation journey, it is essential to modernize not only customer-facing applications but also internal architecture and processes to become truly digital. Time-to-market is a significant factor in the success of modernization initiatives. It is also critical to execute modernization in a non-disruptive manner. A heterogeneous and complex application landscape can pose additional challenges in the modernization of internal applications, which is why it is essential to access and leverage deep expertise and execute smartly. A modernization plan which takes into account all these factors will help the enterprise achieve its goal of becoming digital.

WE DID THIS FOR THEM. WE CAN DO IT FOR YOU.

Find more about how critical applications can be migrated securely by reaching out to us at askus@infosys.com