



## Customer Success Story

# Identity and Access Management — Providing a Solid Foundation for a Government Portal

### The challenge

The Spanish Ministry of Public Administration needed to build an intranet portal that would provide all civil servants with broad access to accurate, up-to-date information.

To be effective, the portal had to integrate with multiple systems across disparate, heterogeneous environments.

### The solution

Critical Path's *Identity and Access Management Suite* provided the industry-leading solutions for the Spanish Ministry:

- ❶ Directory Server
- ❷ *Meta-Directory Server*

### The Benefits

- ❶ Maintains accurate and up-to-date profiles of all users
- ❷ Synchronizes data across multiple systems
- ❸ Increases the accuracy of user data, dramatically improving security
- ❹ Reduces administrative time and costs

Critical Path's **Identity & Access Management Suite** helps enterprises of all sizes to economically streamline and improve business processes, security, compliance, data access and operations.





## Background

The Spanish Ministry of Public Administration defines, regulates and executes government policies dealing with administrative processes, taxation, legal and payment systems of public institutions, as well as administrative policies of local governments and autonomous regions in Spain. The Ministry also manages relations between local authorities and Spain's general administrative body.

To improve communications and information sharing, the Ministry launched a new, strategic service called the "Civil Servants' Portal." This portal provides 347,000 Spanish civil servants with a new collaboration tool and delivers access to consistent, synchronized information across government entities.

Before launching the portal, the Ministry had to consolidate all its user information and lay a solid foundation on which portal services could be built. Up-to-date, consolidated user information was essential to the Ministry's ability to authenticate portal users. It was also necessary for secure data exchange and communications. Furthermore, the ability to effectively manage user identities was required for core portal services, such as its "white pages" directory, which contains current information on each civil servant's role, job title, place of work and contact information.

## Synchronizing user identities across multiple environments

After reviewing several different options, the Ministry decided that Critical Path's *Identity and Access Management* solution would provide the most solid and scalable foundation.

With Critical Path's solution, the user profiles of civil servants across multiple regions and local entities could be consolidated into a central repository (the *Directory Server*) and integrated with the Ministry's central registry (an Oracle database). Using Critical Path's *Meta-Directory*, user information was extracted from multiple heterogeneous systems and then synchronized so that all regions and government entities could share consistent, up-to-date information with the central registry.





## A Successful Solution

There were several key reasons why Critical Path provided the best solution for the Spanish Ministry of Public Administration.

- First, Critical Path's Directory and Meta-Directory, part of the Memova® suite of applications and services, are **standards-based**, providing a broader range of connectivity than other solutions.
- Second, Critical Path's technology provided **out-of-the-box connectors** to all of the Ministry's heterogeneous environments. This minimized project costs, shortened deployment timeframes, and eliminated the need for custom scripts and system agents. Critical Path's solution was also extremely easy to manage thanks to its simple, intuitive management tool and graphical user interface.
- Third, the technology complied with LDAPv3 and X.500 standards and **met Spain's strict governmental requirements**, ensuring granular replication of the master directory, scalability and reliability.

All of these capabilities set Critical Path's solution apart from other options.

## Real business benefits that impact the bottom line

For the Spanish Ministry of Public Administration, Critical Path's solution was a great success. User information is managed more efficiently and cost-effectively. Security is dramatically improved, and security policies are consistently enforced across all governmental entities and regions. Best of all, the Ministry can easily roll out portal services and continuously improve communication, collaboration and administrative processes amongst its civil servants— capabilities that generate endless long-term cost savings and benefits.

## Critical Path, Inc.

Critical Path's Memova® suite of applications and services are chosen by leading service providers and enterprises around the world to enable millions of users to communicate, connect, share and organize while providing industry-leading safety and assurance. With offices around the globe, Critical Path supports companies with their deployments of Memova solutions to drive revenue, boost loyalty, streamline operations and reduce costs.

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