



World's Leading Enterprise Technology Provider Improved Partner & Customer Service With Bravura Security

CASE STUDY

Challenge: NCR needed to enable its customers to administer access and for users to self manage passwords.

Solution: The company evaluated four vendor solutions and chose to deploy the full Bravura Security Identity and Access Management Suite.

Outcome: NCR used Bravura Security to manage identities and access, reduce call volume by ten per cent and shift IT focus to better serve its customers.

Headquartered in Duluth, Georgia, NCR Corporation is a global company in consumer transaction technologies with over 30,000 employees and does business in 180 countries. NCR Corporation was founded in 1884 as the first manufacturer of mechanical cash registers. Today, their software, hardware, and portfolio of services enable more than 550 million transactions daily across retail, financial, travel, hospitality, telecom and technology and small businesses. From small cafes to the most sophisticated banks and retailers on the planet, NCR powers the technology that integrates everything—and runs the entire operation.

The Challenge

NCR needed a system to replace two types of calls to the NCR help desk. First it needed to delegate the administration of access across thousands of customers. Secondly it needed to empower users to manage their own passwords.

Tens of thousands of users, working at thousands of companies, need access to customer-facing applications hosted by NCR. NCR adds from 1000 to 3000 users monthly and experienced difficulty with ease of data maintenance and their customers' ability to maintain users. Identity synchronization, auto-provisioning, access certification and security policy enforcement were identified as vital to mitigating these challenges.

"Providing our customers with the ability to manage their users was a crucial need," says J.R. Zimmer, IT Senior Manager, NCR Corporation. "This way we could better focus on other value-added activities for our customers and partners."

The Solution

NCR already used Bravura Security Pass to manage credentials for internal users. However they now needed to find a solution to also manage identities, entitlements and passwords for external users, at scale.

INDUSTRY

Manufacturing

REGION

North America

PRODUCT

Bravura Security Identity and Access Management

NCR initiated a review of ten IAM software vendors and shortlisted four vendors for closer examination. They performed a detailed evaluation, proof of concept and checked references before selecting the Bravura Security Identity and Access Management as the best fit for secure and efficient administration of accounts, group memberships and passwords, across all NCR customers and partners, globally. NCR replaced an existing, home-grown system with the Bravura Security Identity and Access Manager Suite.

"The capabilities of Bravura Security's application, the ease of implementation and cost were the biggest factors influencing our decision to choose Bravura Security"

J.R. Zimmer, IT Senior Manager,
NCR Corporation



Bravura Security at a Glance

Bravura Security is the only industry leader delivering identity and privileged access management across a single platform to ease implementation as your IAM and PAM roadmaps evolve.

The Solution

The Bravura Security Identity and Access Manager is an off-the-shelf solution to manage identities, entitlements and credentials across systems and applications. NCR customers designate administrative users, who manage other users within their own organization. Users can manage their own passwords, and can get password assistance from their local administrator without calling NCR support. The solution provides for isolation, so that users at one customer cannot see data relating to another.

The Outcome

The solution was deployed successfully and quickly to manage one hundred percent of identities, entitlements and passwords for NCR customers. With this automation, NCR reduced IT service call volume by ten per cent and shifted its focus to more high value work to serve its customers better.

Bravura Security's solution delivery team helped NCR overcome deployment issues, implementing a complex AD integration and scaling the system up to support thousands of customers. The system met and exceeded NCR expectations.

"We are quite satisfied with our investment and continue to expand our licensing to include additional user accounts," says Zimmer. "It is a great partnership with Bravura Security and we look forward to continued success."

J.R. Zimmer, IT Senior Manager
NCR Corporation