



CA, Inc. provides a unified view of its customers with Radiant Logic's RADIANTONE™



As one of the world's largest IT management software providers, CA, Inc. helps unify and simplify complex IT environments across the enterprise. CA has more than 120 offices and over 13,000 employees worldwide, and serves the majority of the Forbes Global 2000® companies, as well as government entities, educational institutions, and thousands of other companies in diverse industries. (<http://www.ca.com>)

Challenge: Provide a Consistent Customer Experience for Acquisitions

CA provides IT management software to enterprises across the world. It also acquires companies at a rapid rate, with nearly two dozen purchases since 2000. While these acquisitions drive growth, they also present real integration concerns.

Overlapping Customer Bases, Disparate Support Architectures

Complexity increased with each new acquisition, as new customers with new digital identities had to be brought into CA's system. But many of these were also existing CA customers. Without a unified view of all its customers, simply identifying how many there were, and which products they owned, became a critical account management challenge for CA. The company needed a way to integrate new sets of customers into its existing customer base, while eliminating duplicates.

Seamless support was also an issue. Transitioning the newly acquired customers into CA's established SupportConnect system proved very challenging. Every acquired company had their own help-desk system with identity data, cases, and support tickets, making it difficult to ensure immediate and appropriate access of information to the new customers. As a result, support cost-per-customer began to rise.

"From a business perspective, it was crucial to integrate our new users. After all, if you can't identify all your customers and the products they own, it's difficult to support them effectively." -Bill Taub, CA

Wanted: A Faster, Repeatable Solution with a Single Point of Access

One solution was to re-architect the infrastructure, but that would take many months, resulting in lost revenue and forcing customers to move to a completely new support system. To avoid confusion and add functionality, CA wanted to maintain its familiar front-end framework, while upgrading its online technical support to provide a single point of access.

To find essential information on SupportConnect, customers had to log in multiple times using different IDs and passwords. Once logged in, there was no unified and composite view of that user across disparate data and identity sources.

Solution: Successful Identity Integration through RadiantOne Virtualization

CA began evaluating solutions that would streamline applications without forcing changes to existing infrastructure. The solution needed to integrate customer data across disparate systems and security domains to provide CA Support with a single unified view of each customer. It also needed to be a well-defined repeatable process that could easily roll-in newly acquired companies and seamlessly provide services to the ever-expanding customer base.

IN BRIEF

Industry

- IT Management Software

Challenges

- Identify a new set of customers and integrate them into existing databases.
- Create a unified view of customers that drives better customer service and support.
- Develop an infrastructure that accommodates future expansion and offers easy navigation.

Solution

- Deploy RadiantOne ICS to correlate digital identities from multiple user populations across security domains.
- Use RadiantOne VDS to create unified profiles and views for each application utilized.
- Create an abstraction layer so applications can access data with minimal changes to underlying infrastructure.
- Define a process for integrating new customers using RadiantOne design and integration tools.

Benefits

- Integrate easily in an existing infrastructure.
- Facilitate faster deployment and access to acquired data stores.
- Enable smooth transition for new customers.



Easy Integration with Existing Investments

During this evaluation, the team decided to use a virtual directory. Radiant Logic was chosen because it promised to efficiently expedite customer integration, reducing confusion and increasing satisfaction. In fact, the ease of integrating RadiantOne Virtual Directory Server (VDS) and RadiantOne Identity Correlation and Synchronization Server (ICS) into CA's existing investments in Active Directory and CA Directory saved thousands of hours of work, reduced costs, and increased compatibility.

"It would have been a million dollar plus investment and would have taken many months if we'd chosen to rebuild the infrastructure. Instead, we were able to solve the problem for a fraction of the cost in less than 10 weeks with Radiant Logic." - Todd Clayton, Coreblox

Radiant Logic deployed a complete identity and entitlements integration solution for CA's multiple business acquisitions. Deploying RadiantOne VDS and ICS involved aggregating and integrating identities from five disparate identity stores with a total of over 300,000 identities to provide a streamlined and unified view for all its applications, including CA SiteMinder.

Unique User Profiles Provide a Unified View

The process of implementing RadiantOne was swift and seamless. RadiantOne ICS aggregated, correlated, and synchronized all of CA's existing and new customers, eliminating duplicate identities and creating a global identifier for each user.

Once the identities were correlated, RadiantOne VDS incorporated all of the distributed information into a unified profile of each CA customer, easily accessed by authentication, authorization, and support services. RadiantOne VDS delivered the necessary profiles to CA SiteMinder's policy server, enabling secure authorization and web single sign-on across application platforms.

Benefits: Leveraging Existing Infrastructure for Growth and Consistency

The RadiantOne solution created a scalable platform for growth and acquisitions, giving CA's support team access to much needed business information, while solving critical support issues for customers. Customers can log in once and access what they need, even though the backend systems have different platforms and architectures. The deployment of RadiantOne VDS and ICS also drove down technical support and application management costs.

A Single View of Customers Enables Better Support and Response Times

Customers can access support and securely search across all content, regardless of the physical location of the data. This effort increased customer and employee satisfaction, while significantly reducing the time needed for new system requirements.

Ultimately, Radiant Logic solved CA's challenge with an infrastructure that integrated identities and entitlements, giving the company a unified view of all its customers, and giving those customers—both new and existing—seamless, integrated access to the SupportConnect system.

About Radiant Logic

Radiant Logic, Inc. is the leading provider of virtual directory solutions for identity management and enterprise information integration.

Virtual Access to any Applications and Data Sources

Global Fortune 500 companies rely on Radiant Logic to solve their toughest identity and data integration challenges. The RadiantOne™ Identity and Context Virtualization Platform speeds deployment and cuts costs for identity management projects, such as:

- Authentication, authorization, profile, and personalization data
- Portals
- Services provisioning for application integration

Partnering For Success

We partner with leading identity management software vendors and professional services organizations to ensure our customers' success:

- CA
- RSA/EMC
- Accenture
- Booz Allen Hamilton
- Deloitte

Radiant Logic, Inc. is based in Novato, CA, with sales offices and distribution channels throughout the world. For more information, visit www.radiantlogic.com.