



Swisscom IT Services AG
Bern, Switzerland
www.swisscom.com/it-services

Industry:

Professional Services

Annual Revenue:

\$592.2 Million

Employees:

2,300

Oracle Products & Services:

Oracle Identity Management

Implementor:

Oracle Consulting Services

“By using Oracle Identity Management, we can ensure that our employees, partners, and customers have access at all times to the information and services that they need, no matter where they are—a critical and significant benefit offered by our company.” – Georges Bongard, Project Manager, Single Sign-On, Swisscom IT Services AG, Bern

Swisscom IT Services AG Enhances Efficiency through Single Sign-On

Swisscom IT Services is a leading Swiss provider of IT services. Its core business covers the operation and integration of complex IT infrastructures in partial and full outsourcing activities for all industries. Experience, local industry expertise, and the implementation of international technology trends in accordance with the requirements of customers in the Swiss market form the basis for Swisscom’s cost-effective and forward-looking IT solutions.

Challenges

- Consolidate a complex technical infrastructure encompassing four portals with roughly 29,000 transactions per hour
- Manage 20,000 external customer and partner users, as well as 600 applications more effectively
- Improve security and productivity, while reducing costs

Solution

- Used Oracle Identity Management to set up a robust and scalable Single Sign-On infrastructure for heterogeneous Swisscom IT Services environment
- Integrated the existing LDAP directories (Microsoft Active Directory and internal directories)
- Provided employees with all sign-on resources immediately, without adding additional authentication dialogue boxes
- Streamlined administration by reducing the number of passwords needed for customers and partners to access applications from four to one via a central login screen
- Saved time and improved security with a simplified login
- Replaced direct administration with delegated management to reduce costs
- Increased user acceptance by improving user prompting and providing independent management of employee accounts within customer companies
- Facilitated the integration of new users through open standards
- Improved the quality of service through an increased functional scope
- Can scale and increase availability using HA clustering concept.