

EVENT FLASH

Oracle Teams with Wipro to Provide Managed Identity Services

Sally Hudson

Christian A. Christiansen

IN THIS EVENT FLASH

This IDC Flash examines Oracle's recent announcement that it will team with Wipro Technologies to offer Single Tenant Managed Identity Services. Wipro, a division of Wipro Ltd. in India, is a global software services and consulting organization. Using Oracle's Identity Management (IDM) software, the companies will focus on providing Fortune 1000 firms with products, consulting services, and best practices in the IDM space.

SITUATION OVERVIEW

Designed to meet the requirements of organizations that seek the benefits of enterprise identity management at lower up-front costs and assured service levels, the Managed Identity Services offering provides service-level agreement (SLA)-based guaranteed managed services for the operation, deployment, and subsequent enhancement and management of a customer's identity management infrastructure. The offering couples Oracle's identity and access management (IAM) functionality with service and management from Wipro and spans key functional areas, including user provisioning, directory services, access control, enterprise single sign-on, and identity federation. The Managed Identity Services offering is ideal for some organizations, enabling them to quickly onboard users across the organization and better ensure compliance with regulations such as Sarbanes-Oxley (SOX), PCI, and HIPAA. By combining the products and implementation expertise of the two companies, the partnership is projected to yield significant savings for organizations in operational costs and efficiencies over a three-year period. The Single Tenant Managed Identity Services offering will be rolled out in two tracks:

- ☒ **Transition and Operations Support Track.** This will focus on supporting and transitioning the organization's "as is" manual user access management, password management, and help desk to the Wipro team
- ☒ **Identity Automation Track.** This will focus on utilizing Oracle's Identity Management product to achieve automation in the IDM environment.

Phase 1 is designed to provide immediate cost savings to the corporate client via a support track transitioned to SLA-based managed service for operations. The organization can then reinvest the savings derived from the manual operations track initiative into the automation track by rolling out the foundation build of the Oracle IDM tool.

As part of the ongoing service process, Wipro experts will iteratively onboard SOX- and other business-critical applications into the Oracle IDM software platform. It is anticipated that the manual operations team will gradually ramp down as the benefits of the phased automation program are realized. The customer will then achieve the benefits of a managed service while retaining ownership of the infrastructure and dedicated license. Under the terms of the agreement, there would be a single monthly charge for product licenses, implementation, and maintenance. This approach creates a more minimal impact on cash flow for the customer, while the inherent risks of the IDM implementation would be transferred to Wipro.

FUTURE OUTLOOK

Managed security services are gaining momentum in the marketplace, particularly in the large enterprise and medium-sized business. Implementing an enterprise-class IDM solution requires significant investment beyond the software and its installation. The process requires an ongoing commitment of resources in both the technological and the business administration areas of the organization. Further, this can be compounded with training, equipment, and licensing issues not foreseen within the initial phases of the proposal. IDC sees both government regulations and identity management as key drivers for positive growth for the security software services marketplace, particularly in the United States.

Some regulations such as Sarbanes-Oxley and HIPAA require access controls around information and systems. Compliance continues to be one of the main drivers for initiating an identity project. Organizations are looking at both traditional identity and federated identity to solve specific business issues, including securing partner environments and bringing new employees of acquired companies into the corporate systems.

For organizations seeking to leverage emerging technologies for competitive advantage, the risks must be clearly understood and mitigated to extract the intended business value. Security services firms should emphasize their ability to enhance productivity, reduce risk, and lower total cost of ownership by linking prospects' business problems with their service capabilities.

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