A Large Grocery Store Chain – Migrating existing on-premises Shibboleth SAML Identity Provider, Identity and MFA infrastructure to Elastic SSO Cloud service, with zero downtime.

Elastic SSO Cloud delivers a powerful, enterprise-grade, high-availability, secure single sign-on (SSO) and identity management (IAM) service.

Challenges:

Customer's IT team had been successfully operating a Shibboleth SAML2 identity provider (IdP) service and Oracle IDM infrastructure on-premises for a number of years. The IdP service on-premises supported 25+ Shibboleth/SAML Service Provider (SP) Apps. The IdP leveraged existing Oracle-IDM system for authentication and attributes.

Customer needed an enterprise-class, cloud hosted, fully managed, federated SSO and IAM service to address the following challenges:

100% SAML 2.0 compliance.

Customer needed a cloud hosted and managed SSO and IAM service that was fully Shibboleth and SAML 2.0 compliant. This would ensure smooth transition from on-premises SSO infrastructure to a cloud hosted service without any downtime.

Multi-factor Authentication (MFA) support.

Customer wanted to use Duo-MFA with cloud SSO system for authentication with a subset of SAML SP Apps for some of their staff members.

Migrating User-data from Oracle-IDM to Cloud.

Customer no longer wanted to keep using expensive and legacy Oracle-IDM technology. They were looking for a less expensive option to replace Oracle-IDM without sacrificing functionality.

Self-Service UserID/Password recovery.

Customer wanted the ability for their Users to be able to recover their enterprise UserID/Password in a self-service automated fashion.

Solution:

Customer selected 9STAR's ElasticSSO Cloud Service because it met Customer's key requirements:

- Zero-downtime. ElasticSSO Cloud service provided an easy path for migration of their existing Shibboleth IdP to the Cloud with no downtime.
- MFA Support. Customer was able to successfully integrate their existing Cisco Duo-MFA for SSO authentication which could be triggered based on certain business rules.
- Local/Regional compliance. ElasticSSO was cloud hosted in customer's local region, facilitating compliance with local privacy and data laws.
- Cloud IAM. ElasticSSO provided IAM functionality at fraction of cost compared to other alternatives. Customer's user-data was exported out of Oracle-IDM and migrated over to ElasticSSO Cloud-IAM within few days.
- Self-Service Automation. ElasticSSO provided web-based self-service UserID/Password recovery functionality for end-users.

Results:

- Customer was able to migrate their existing on-premises Shibboleth SAML Identity Provider to 9STAR's ElasticSSO Cloud service with zero downtime.
- Customer was able to migrate away from their existing on-premises Oracle-IDM to 9STAR's ElasticSSO Cloud IAM service with zero downtime.
- Cisco Duo-MFA integration into the Cloud SSO system was flawless.
- Customer did not experience any outages or downtime even after a year of operation.
- All ongoing new app integrations into the Cloud SSO system were accomplished and managed by 9STAR's expert IT support staff.
- Customer's IT department was able to bring in significant cost savings as a result of migrating the Shibboleth IdP as well as Oracle-IDM to the Cloud. Adopting ElasticSSO Cloud service freed up their existing valuable manpower and resources for other important IT projects.

"9STAR's ElasticSSO Cloud IAM & SSO Solution has helped us reduce IT costs and provided continuity for our enterprise SSO & IAM systems. Moving to the Cloud has freed our IT staff to attend to other important priorities. Their after-sales support team knows the enterprise Identity domain - they are world-class. "

Chief Information Officer

About the Customer

Customer is a large, US-based, grocery store chain with more than 20,000 users - staff, contractors, vendors and partners.

Solution Deployed
- 9STAR's ElasticSSO Cloud SSO+IAM Service. More info at https://bit.ly/2uhndmT

Systems Integrated
- 25+ Shibboleth, SAML Service Provider Apps.
- Cisco Duo Multi-factor Authentication (MFA).
- Load-balancers, Firewalls, Secure VPN, Intrusion detection and prevention systems.

About 9STAR

9STAR is a rapidly growing and recognized market leader in providing enterprise-grade secure federated identity and access management software solutions for enterprise customers. Our software can be provisioned on-demand in the cloud or on-premises. Our solutions are in use in Higher-Education, Non-Profit, Government and mid-market SaaS, healthcare, retail, financial services and energy sectors.

9STAR
Secure Single Sign-On Cloud Solutions