Ilantus
The Identity Management People

Company
Brightstar

Industry
Wireless
Telecommunications

Headquarters
United States
Miami, Florida

Employees
9,000

Solution Offering:
Compact Identity

About Company

Brightstar Corporation is the world's leading mobile services and technology solutions company managing devices and mobile accessories across the wireless ecosystem. They serve over 50,000 carrier, retail and enterprise customers across 100 countries, touching over 100,000 points of sale. They participate in every stage of a device's lifecycle from when its manufactured to the moment it's time to trade it in and re-market it.

Challenges

Brightstar was facing significant challenges related to inefficient end user experiences. With their extensive use of SAP modules in their daily operations, they had to deal with logging into web apps and thick client apps. End users were tasked with remembering multiple credentials to log into approximately 10 applications. They were also tasked with mandatory quick response time to cater to their external customers. All applications required individual login time which prevented applications from launching quickly and affected end user response time.

Remembering numerous complex credentials often resulted in forgotten passwords and subsequent account lockouts. Users had no way of quickly resolving these incidents on their own causing delays in response time to internal and external customers. Resolving access issues required significant IT assistance. Leadership saw increasing costs related to Helpdesk dependency, declining administrative efficiency and end user frustration due to delays which affected daily productivity.

Brightstar incurred a huge cost to maintain a dedicated Helpdesk team for such requests. With a high-performance environment where end users need immediate access to applications to cater to customer questions, a Single Sign-On solution was a must. However, Brightstar could not find a solution that could handle all types of applications.

Want to know more about how Ilantus can help you? Let's talk!

Desired Solution

Provide quick and easy end user login experiences for all types of applications with an SAP focus. Remove Helpdesk dependency for forgot password and account unlock scenarios. Find a solution that could grow with the company.

Solution Offering

Ilantus **Compact Identity** was chosen as the best fit for this customer. Compact Identity was able to provide a single solution for both Single Sign-On and Password Management. As the company grows, this solution would be IGA (Identity Governance Administration) ready for automating user provisioning, de-provisioning and access governance in the future without the need for another product.

Achieved Resolution

- The **Compact Identity Single Sign-on** module was a very visible and quick success. End users got to work faster when they used this module – especially with their SAP applications. Now, upon login, their applications launch automatically and are ready for immediate use. End users, managers, other employees and customers no longer need to wait for an employee to go through the lengthy login process to get the information they need.

- The **Compact Identity Password Management** module provided end users with capability to reset passwords on their own without the Helpdesk. With the ability to be self-reliant, forgotten passwords and account lockouts were hardly noticeable anymore. Not only was the Helpdesk team relieved, their own productivity was improved and costs went down, as they no longer needed to manage these transactions.

- Leadership noticed **Compact Identity's** impact on the organization. The administrative burden was immediately reduced with zero hardware to purchase, deploy and maintain. Auto updates no longer required internal effort to upgrade and the IT budget that was pulled back in line as the automation from the solution practically removed constant Helpdesk involvement.

Why Ilantus

- With 18 years of expertise in IAM solutions, the right product with right features.

- One solution to deal with multiple issues - Password Management and Single Sign-On that works with SAP modules.

- Unique approach for our business size to be IGA-ready when we are ready.

- Rapid implementation approach and cost-efficient licensing models.

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