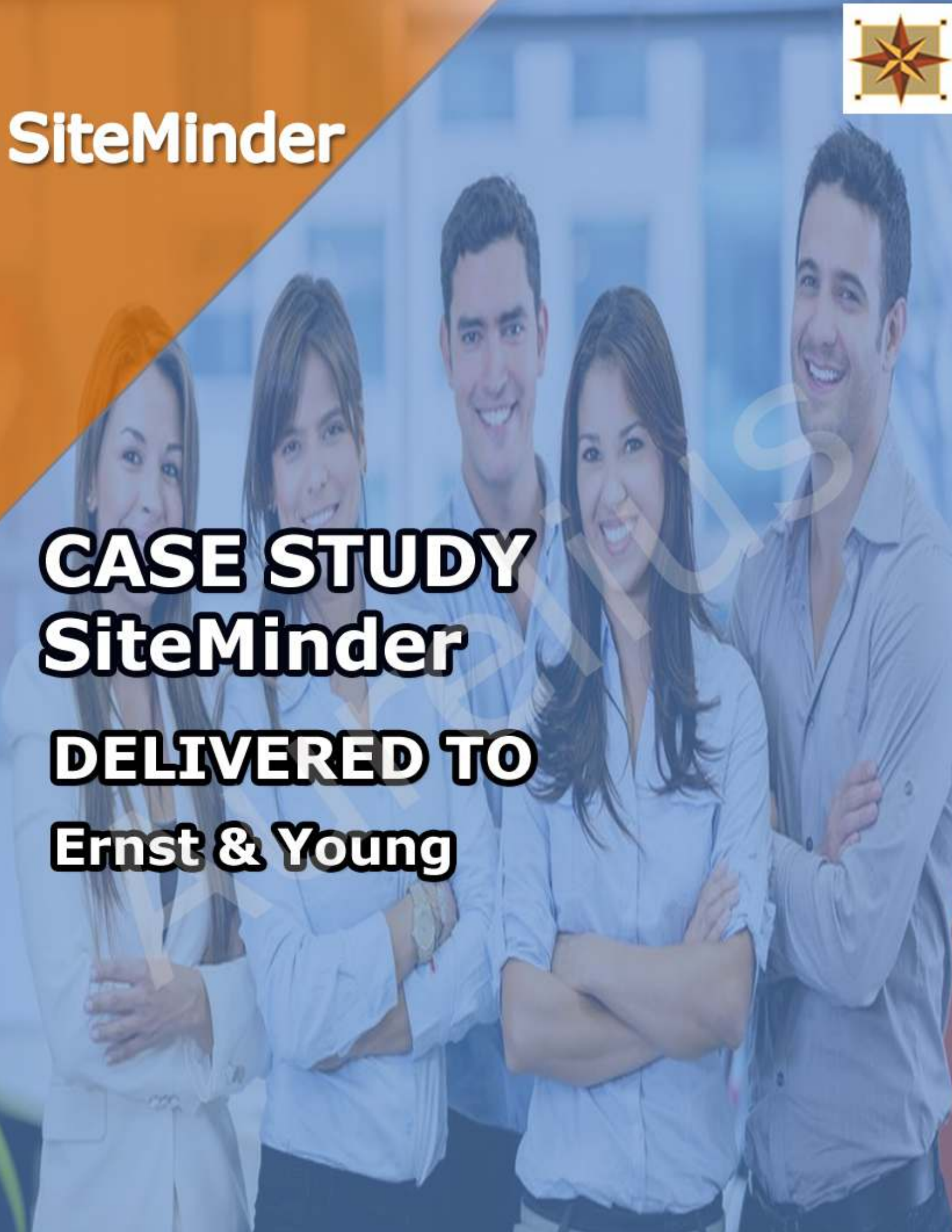




SiteMinder

CASE STUDY
SiteMinder
DELIVERED TO
Ernst & Young





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Aurelius



SiteMinder Training Delivered to Ernst & Young

Client: Ernst & Young

Industry: Banking & Finance

Ernst & Young is a professional services firm which is headquartered in London, England across countries and continents. EY essentially operates as a network of member firms which operate through separate legal entities in the different countries. In totality, the company has over 250,000 employees in over 700 offices in 150 countries across the globe. Their services include those in financial auditing, taxes, consulting and advisory services to other organization in B2B mode. The company has been ranked as the 29th company amongst the 100 best companies to work for by the Fortune Magazine. EY Global has been responsible for setting global standards and overseeing global policies and consistency of services with reference to the client work performed by its member firms.

EY works in the following four broad domains

- 1. Assurance including financial auditing, financial accounting advisory, fraud investigation and dispute services**
- 2. Tax services including Transfer pricing, international Tax Services, Business Tax compliance and more.**
- 3. Advisory services consisting of Actuarial sciences, IT Risk and Assurance, Risk and performance improvement.**
- 4. Transaction advisory Services including preserving, optimizing, investing and raising capital.**



Technology: CA SiteMinder

Domain: WebAccess Management

CA SiteMinder is currently one of the leading web access management systems which comes in a centralized format and enables the use of user authentication and single sign on policies along with policy based authorization and identity federation. The tool also provides auditing of the web applications and portals access. SiteMinder is mostly used in conjunction with Identity Minder which manages the various detailed user profiles, TransactionMinder and provides access to the various web services. The tool provides single-sign-on service which helps in making the employees, customers, partners and suppliers with the advantage of secure access to the essential information and applications

both on-premise or over the cloud using mobile devices or partner websites. A seamless user experience is ensured which allows the users to sign on once to access all the needed and requisite applications and information. Flexible and secure identity access management is provided through the tool to ensure that the sign on and information access process is completely hassle free and without any complications.

Challenges Faced By the client:



The client being a multinational organization provides professional services in the domain of web access management and was planning to provide access management services through the tool of SiteMinder. Being in the forefront of professional services provident throughout the globe, the organization needed an expert workforce which can perform operations and development of the SiteMinder tool and develop web portals and information access systems of the highest quality.

The major challenge faced by the client was that their workforce was not yet adept in the tool and needed more knowledge and hands-on practical to deliver their clients with the requisite services.

Although the tool is quite simple to use, the knowledge of the finer details and hands on practical knowledge is required to implement the use into systems which can be maintained for a long time and kept operational.

The growing demand of SiteMinder in the market made it imperative that the client included the tool in their stables of professional services to be provided to their clients and customers. In order to maintain their position as the leaders in the market of professional services providence, the addition of SiteMinder in their tools of service providence was necessary.

In order to make their workforce proficient in the tool, the company also needed hands-on practical knowledge to be inculcated in them which is not possible through user manuals and guides. An experienced subject matter expert was needed who can deliver his/her own experience and expertise in a condensed form to the client's workforce. Their requirements however were unique and generic training programs would not have done justice to their requirements. Consequently, the requirement was of a completely customized solution which could enable their workforce in developing access management systems of the global industry levels.



Why Aurelius

With the need of a completely customized solution which can empower the workforce of the client itself, Aurelius was brought into picture and was asked to develop a consultative insourcing solution which can be used to inculcate the necessary knowledge resource in the workforce of the client.

With its extensive knowledge base and resources inculcated over the years, Aurelius Corporate Solutions was able to structure an insourcing solution as per the exact requirements and needs of the client. The most important task was the sourcing of a Subject Matter Expert which was well suited for the requirements of the client. A global search was performed to source the correct subject matter expert who had the needed experience and knowledge in the domain of web access management through SiteMinder.

With Aurelius, the client gained several advantages, the most important of which was legacy integration. The client gained the advantage of the comprehensive knowledge base of Aurelius at its disposal to be needed as per their requirements. Complete on shore and off shore support was provided through dedicated task forces to make sure that there were no hindrances in the solution delivery.

As needed by the client, extensive practical sessions and hands-on practical sessions were arranged so that the client's workforce gets to know the finer details of using the tool and troubleshooting it as and when needed.

The complete solution was delivered as per the global industrial standards considering the global industrial operations of the client. Post solution completion benefits were provided in the form of regular updates and upgrades with respect to the technology and version update.



Solution and Post Solutions Benefits

EY now has a workforce which is adept in developing and delivering web access solutions of the highest order through the SiteMinder tool. They have been able to retain their existing customer base with and have acquired more clients leading to increased revenue generation. Data suggests that they have been able to increase their revenue generation by almost 40 percent since the solution completion. Within a few weeks of the solution completion, the company was able to reach break-even on the investment made on the solution and are now experiencing a very high ROI which is perennial in nature owing to the empowerment of their own workforce. This has been possible due to the very high Internal Rate of Return which comes integrated with the solution and is delivered to the client with assurance of high returns.

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