

US-Based Global Telecommunications Company Automated PIAM Processes and Saved Millions of Dollars

Results

\$6M+ cost savings by eliminating manual processes over 5 years

Managing **500K** Identities, **65K** Doors and **20K+** Restricted areas

Over **70M Access Audit tasks** automated by the PIAM system

Over **90M Self-service tasks** managed and automated by the system

PIAM system managed **daily personnel changes over 30,000** from HR

85% drop in on/off boarding time within one month of going live

Exceptional user experience led to very fast wide-spread adoption

Dramatically reduced identity risks and insider threats by effective controls

“Johnson Controls Inc. replaced a legacy PIAM application at one of our enterprise class customers, a very large global US-based Telecom provider - with an AI-enabled Physical Identity Lifecycle Platform from Vector Flow. The solution is far more advanced and suits the needs of the customer better through the deployment of AI-enabled features that promises future enhanced performance. As a result, this global customer is on track to save millions of dollars in direct cost over the course of the contract while benefitting from increased productivity and service. The configurability and flexibility are far superior to what they had.”

*- Tim Berg, Global Technology Solutions
Johnson Controls, Inc.*

One of the largest providers of mobile and telecommunications services globally, this Fortune 100 company headquartered in the United States manages over 500,000 employee identities in facilities around the world. Including contract workers and other staff, approximately 1.2 million identities must be managed, with 30,000 personnel changes, on average, every day, plus 2,000 changes to card access authorities. With daily change volumes at this level, processing requests and approvals routinely takes days, and can often include errors. Clearly, this situation was ripe for overhaul and significant improvements.

Problems and Challenges

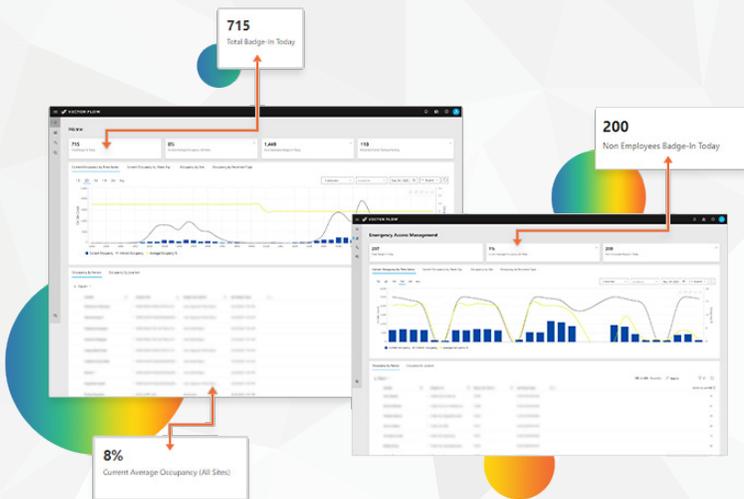
Before this customer automated their PIAM system, they were managing the entire physical on/off boarding and identity change management process manually. They had more than 32 people writing logs and manually managing access in PACS! Despite this large team, access requests would take between 1 and 4 days to process, and audits would take much longer – 30 days for a single restricted area!



- Manual processes were labor-intensive, time-consuming, and error-prone
- Access requests were submitted by phone or email, and took up to 3 days to process
- Approvals were also granted by phone or email, then recorded and processed manually
- Area access audits were error-prone, and typically took 30+ days to complete
- There was no way to ascertain risks associated with identities or doors

The Vector Flow Solution

Vector Flow's data driven PIAM platform connected with the customer's HR system and brought together all the disparate PACS systems which included two standalone PACS systems unconnected to the customer's network. This complete integration created a seamless and automated environment that dramatically boosted accuracy and efficiency across the enterprise. Based on the intelligent automation, millions of manual tasks were converted to convenient self-service functions for requestors – significantly decreasing the reliance on security staff while saving time and reducing operational costs.



- Fully automated physical access audits, attestations and re-certifications
- Automated nearly 100% of the card management process
- Access requests and approvals now take only seconds or minutes
- Automated and simplified contractor on/off boarding process
- Robust KPIs, dashboards and reports provide metrics, ensure compliance, and provide management insight
- Replaced a legacy PIAM system which was struggling to handle data volume, audit data integrity and automated connections to the PACS system

About Vector Flow

Vector Flow is dedicated to using machine learning and automation to deliver improved operational efficiencies – and effectiveness – across the entire physical security domain.

Our advanced cloud-enabled and on-premises platform converts raw security data from multiple sources into intelligent insights to drive operational performance and business results. In a matter of days or even hours, our domain-specific advanced Artificial Intelligence and Machine Learning algorithms start to identify and address security gaps, deliver recommendations for improvements, and make hidden details of your operational state visible. At the same time, our suite of applications leverages data intelligence to automate business processes, tasks, and workflows to reduce security distractions and expand continuous intelligence – letting your team focus on tasks that really matter and make decisions faster.



Work with Vector Flow to gain the security and operational benefits of leading-edge intelligence technologies.