AXIAD

Energy and Oil Global Leader Provides Innovative MFA Solution to 100,000+ Employees with Axiad Conductor

HIGHLIGHTS

5
months to integrate, test, and deploy a seamless MFA solution across the company

400
different **use cases** tested to ensure a smooth deployment

100k+
employees, their business applications, and their data now protected with Axiad Conductor

IMPROVING CREDENTIAL MANAGEMENT FROM A LEGACY SOLUTION

With data breaches and security threats accelerating across industries, the energy and oil industry is a valuable target for cyberattacks. With nearly 10 million employees in the US alone, energy and oil companies often struggle to stay cyber-ready and maintain security for all their employees, who are often working in remote environments across the globe. For most of these employees it's impossible to head to the nearest office to update their credentials or resolve an issue with IT, which exposes them to greater security threats.

One energy and oil leader tackled this problem as they upgraded their security technology for 100,000+ employees, spread across 20,000 locations. Despite being an early adopter of PKI and multi-factor authentication 15 years ago, the legacy solution of over 100,000 smart cards became difficult to manage. The company was battling rising maintenance costs, new security requirements, and overwhelming help desk calls. With many of their employees working in remote locations, issuing brand new authentication devices would be complex and impact both IT and employee productivity.

After searching for a replacement system that was flexible, easy to deploy across multiple sites, and cost-effective, the team selected Axiad Conductor. With this solution the company could use a single platform to support their existing smart cards, without having to deploy new equipment to their widespread workforce. They rolled out Axiad Conductor in a phased approach: first integrating the product with their on-premise CA and IAM, testing the platform with over 400 use cases, then going through a two-month pilot phase before deploying globally.

This 5-month process had minimal impact on the end users' productivity and led to a seamless transition from the legacy solution. Now fully deployed, Axiad Conductor has reduced maintenance costs for the IT team and allowed them to adopt new authentication technologies with ease. Looking ahead, they can introduce new credentials such as YubiKeys and Windows Hello for Business to Axiad Conductor's secure platform and continue to develop their security solutions, as their business grows.

THE CHALLENGE

The energy and oil industry is one of the most difficult industries to protect against cyber threats, with huge workforces spread across the globe. For one leading company, many of their 100,000+ employees worked in rough environments which required mobile authentication capabilities. As the company's legacy authentication management system aged, the on-premise solution became expensive and difficult for IT to manage as they relied on a small team of developers that fully understood the legacy product. They needed a solution that would help them scale for their security needs, but also could allow users to remotely enroll their existing credentials into the system without a loss in productivity.

"Axiad's solution perfectly addressed our needs. The Axiad team provided the professional guidance and expertise to support us in every phase. We now have a solution that's easy to use and adaptable to new technologies. And that's EXACTLY what we wanted."

— Sr. Director of Identity and Access Mgmt at the leading energy and oil company

THE SOLUTION

The energy and oil leader chose to replace their legacy solution with Axiad Conductor, a single identity credential management platform that gave them the flexibility and efficiency they needed. With Axiad's consultation the customer was able to update their user's existing credentials remotely, so employees didn't need to travel to an IT office or wait for a new authentication device to get shipped to them.

Axiad Conductor gave the company a solution that:

> Empowered users to manage their existing credentials through the Axiad User Portal

> Secured the company's identity credential management with a Virtual Private Cloud (VPC)

> Enabled employees to access the self-help portal without contacting IT through Axiad Airlock

> Eliminated emergency access vulnerabilities by offering face-to-face verification with Axiad MyCircle

> Simplified scalability with One Click Issuance for adding new users and credential types

THE RESULTS

Axiad provided professional guidance to the energy and oil leader through every phase, leading to a successful deployment in less than five months. The company reduced the complexity of their MFA solution and now their employees can easily manage their credentials on one unified platform, from any remote location.

> They deployed the new solution without requiring remote employees to meet with IT or get shipped a new device, leading to minimal downtime or complexity

> They reduced their maintenance costs and improved productivity by transitioning from an on-premise to a cloud-based solution

> They now can continue to scale their authentication devices in the same infrastructure as their security needs develop in the future