Asset International Case Study

Asset International, Inc. (Asset), is a B2B technology company focused on the financial sector that supplies and maintains licensed access to a range of applications, including a proprietary software system built on the Salesforce.com platform.

BUSINESS CHALLENGE:

Asset customers utilizing the Salesforce application sought to increase user functionality by adding a single sign on (SSO) capability to enable integration of the Asset application(s) directly into their environments. Asset requested Syntegrity to assist in integrating and deploying enterprise SSO capability and integration, beginning with several top priority customers using ForgeRock's I3 platform, specifically OpenAM (Identity and Access Management) and OpenDJ (Directory Services).

Asset's specific needs included:

- Support for requirements gathering and analysis.
- Build of a functional SSO test environment for project and long-term use.
- Development and deployment of an immediate SSO solution for near-term use.
- Development and deployment of a long-term SSO solution.
- Delivery of best practices and future considerations recommendations of systems and networks.
- Training and handoff support for ongoing maintenance staff.
- Project management support for planning, scheduling, technical support writing and administration.

The company had been attempting to implement the project for some time with limited results and was facing a very tight timeline when Syntegrity was brought in.

SOLUTION:

Face with an extremely tight deadline that also had a number of technical constraints, Syntegrity's team opted to deploy two-phased solutions for the first customer integration.

Phase One focused on the deployment of an urgent solution to allow rapid SSO capability in the SalesForce application environment. This included the following elements:

- Assessment of the existing test lab in Asset's Amazon cloud-based environment.
- Comprehensive deployment planning, including all aspects of the phased solution approach and architectural recommendations to support long-term application extensibility and flexibility.
- Defining requirements and collaborating with the Asset team to facilitate a knowledge transfer of OpenAM expertise. This also included providing insights into overall identity and access management strategies.

- Hands on troubleshooting and reconfiguration within the test environment due to a number of issues with the existing OpenAM deployment. The result: A recommendation to complete a fresh build.
- Support for the deployment of base test environment components, including server provisioning, OS and application container configurations, and all appropriate permissions.
- Installation and base configuration of OpenAM 9.5.2.
- Configuration of the customer's legacy solution, using a form post to pass user principle and password into OpenAM for authentication and user redirect to the Salesforce.com application.
- Complete instruction and support for user testing.
- Support during and post production cutover from the legacy solution to the new deployment.

With Phase One completed, the focus of the project shifted to the design and development of a custom authentication module. Designed to replace the interim solution developed in Phase One, this effort was driven by along-term strategy to provide increased application stability, performance, and manageability. The key elements of Phase Two included:

- Design of the custom authentication module, including workshops to discuss requirements and define relevant best practices.
- Development of the custom authentication module that enabled decryption of incoming user data, validated the username and password with Asset's AES software, and then redirected the user to the Salesforce.com application.
- Unit testing and support for deployment to the test environment along with assistance with both functional and user testing.
- OpenAM application owner training, including delivery of documentation of the implementation, configuration processes, including all custom code and/or scripts.
- Leadership workshops for architecture and long-term requirements gathering.
- Presentation of best practices and deployment-based recommendations to increase application flexibility, security, usability, management, extensibility/scalability and overall performance.