



The ID-Synch Solution

ID-Synch enables organizations to effectively manage users and privileges across global, heterogeneous environments. ID-Synch accelerates onboarding, synchronizes identities between systems and ensures reliable termination. It does this with a combination of automated identity synchronization, self-service workflow and connectors to most common IT systems and applications. The result is stronger security, more robust internal controls, improved user productivity and lower IT management costs.

✓ AUTOMATED USER PROVISIONING

Propagating changes from authoritative systems to managed infrastructure

ID-Synch monitors changes on multiple systems, such as human resources and corporate directories. ID-Synch's rules engine identifies changes of interest and maps them to target systems where they may be applied automatically or after suitable authorization.

✓ SELF-SERVICE WORKFLOW

Empowering users to request and approve changes

ID-Synch incorporates self-service request forms, allowing users to request changes to their own or other users' profiles. Requests such as new user setup, access termination and profile or privilege updates are routed to appropriate business stakeholders to authorize before being fulfilled by ID-Synch connectors. Out of the box, the built-in authorization engine supports parallel approvals by teams of authorizers, approval by consensus, users with veto power, automatic reminders, scheduled delegation and automated escalation.

✓ COMPLIANCE MANAGEMENT TOOLS

Ensuring that privileges comply with policy

ID-Synch helps organizations enforce policy by tracking which privileges each user has across all managed systems. This enables identification and removal of orphan and dormant accounts, enforcement of segregation of duties policies and assignment of user privileges using business and technical roles (RBAC). These features support the internal controls requirements of regulations such as Sarbanes-Oxley, HIPAA and Gramm-Leach-Bliley.

✓ REPORTING AND AUDITING

Global accountability for access changes

ID-Synch tracks each user's current and historical privileges. Data about current rights supports policy enforcement while historical data creates accountability. Organizations can run built-in reports or write custom reports against ID-Synch data, which are published in a well-defined database schema.

The User Provisioning Challenge

Lost Productivity

New employees and contractors require prompt access to network resources, applications and email. Unfortunately, creating login accounts can take weeks as change requests are submitted, routed and approved.

Security

Delay in terminating access when users leave an organization creates a window of vulnerability, as intruders are able to attack unused accounts without raising alarms.

Regulatory Compliance

Knowing who has access to important information and whether access was approved is crucial in meeting regulatory requirements.

Dynamic Organizations

People change jobs, locations and roles frequently, triggering constant administration work.

Redundant Administration

Different administrators provision access for the same users on different systems, each with a different tool, which is expensive and error prone.

Proven Return on Investment

ID-Synch is designed for rapid deployment. It reduces onboarding time from weeks to less than a day, increasing productivity and security while eliminating redundant administration.

✓ **BUILT FOR RAPID DEPLOYMENT AND LOW TCO**

Out-of-the-box connectors, auto-discovery, dynamic workflow and more
ID-Synch includes more than 70 connectors, an auto-discovery engine, both automated and self-service login ID reconciliation and an easy-to-maintain dynamic workflow engine.

✓ **FULFILLMENT ENGINE**

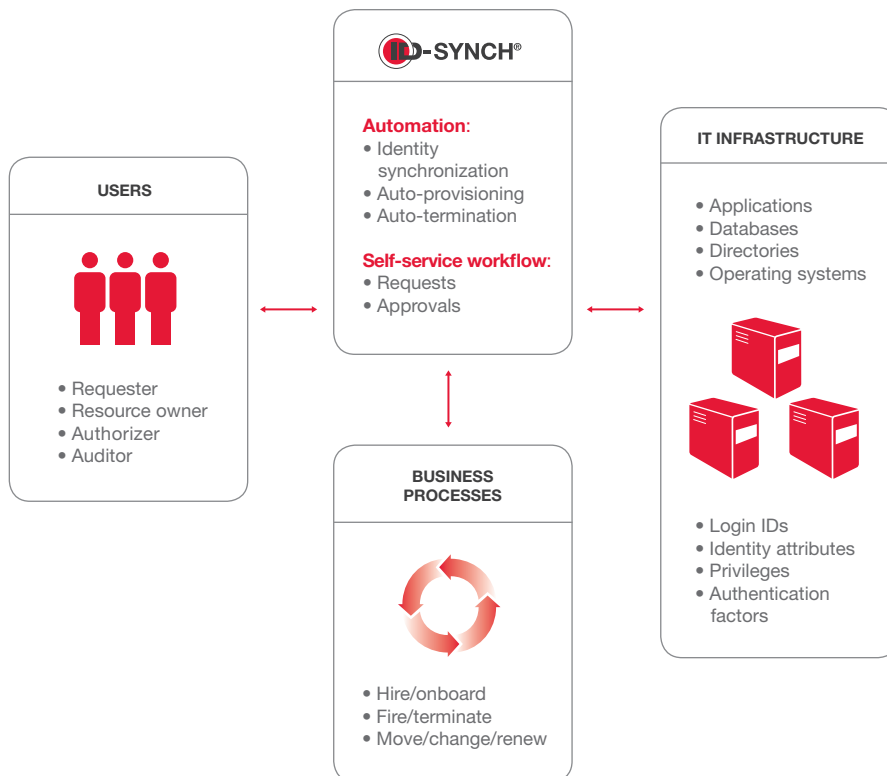
Closing the loop for existing security workflow applications

ID-Synch exposes a SOAP web service that allows other systems, such as pre-existing IT service request applications, to delegate fulfillment to ID-Synch, such as new user setup and access termination.

✓ **PLATFORM NEUTRAL**

Supporting all platforms; not just a single technology stack

ID-Synch fits into heterogenous IT ecosystems by supporting all environments including .NET, J2EE, Windows, Unix, Oracle and SQL server.



TARGET SYSTEMS INTEGRATION

Directory:

Windows domains, Active Directory, eDirectory, Novell NDS, any LDAP

File/Print:

Windows NT, 2000, 2003; Novell NetWare, Samba, PathWorks, OS2

Databases:

Oracle, Sybase, SQL Server, DB2/UDB, Informix

Unix:

Linux, Sun, HP, IBM, Compaq, SGI, Unisys, SCO, DG; passwd, shadow, TCB, Kerberos, NIS, NIS+

Mainframes:

MVS/OS390/zOS, VM/ESA, Unisys, Siemens Minis: OS400, OpenVMS, Tandem

Applications:

Oracle, PeopleSoft, SAP; open plug-ins for SQL, ASPs, web services and more

Groupware:

MS Exchange, Lotus Notes/ID files, Lotus Domino/ HTTP, Novell GroupWise

Networking:

RAS, routers, firewalls

Flexible Agents:

Target API, Telnet, TN3270, TN5250, HTTP(S), Web Services, command-line, SQL code, LDAP attributes

SUPPORT INTEGRATION

Automatically create, update and close tickets on:

- Axios Assyst
- SupportSoft SmartIssue
- Magic Service Desk
- Clarify eFrontOffice
- FrontRange HEAT
- HP Service Desk
- CA Unicenter
- Tivoli Service Desk
- Peregrine ServiceCenter
- Remedy AR System

Additional integrations through e-mail, ODBC, web services and web forms integration.

ID-Synch is part of the Hitachi ID Management Suite, which also includes: P-Synch® for password management, ID-Archive® for privileged password management, ID-Access® for group management and ID-Certify® for access certification. For more information about Hitachi ID and its products, please visit the corporate web site at Hitachi-ID.com, the product web sites at ID-Synch.com, P-Synch.com, ID-Certify.com, ID-Archive.com, ID-Access.org, or call 1.403.233.0740.

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