

Case Study

Omada Identity



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- ✓ Review by a Real User
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What is our primary use case?

We wanted a solution that could help us make HR the master of identities. We wanted a solution that could take that data and direct it into all our other directories and Active Directory.

How has it helped my organization?

We have Omada set up to remove an employee's access as soon as the employee leaves. When we started to do this, we saw that quite a few of our accounts were actually removed, meaning we had holes in our security. There were too many active accounts, compared to what should be active. That was one of the first things we saw.

Now, everybody is really aware that when a user leaves, the account should be disabled and accesses should be removed. People are getting more used to seeing that. It does something for the entire security culture, around identities, in our company.

The solution has also definitely helped us save time when provisioning access for identities. We don't have to go in and do a lot of the work that we did before. It may have saved us somewhere in the range of 10 to 30 percent of the time we spent on provisioning access.

In addition, before Omada, we used many systems and now we are using just this one system. Currently, we are mostly concerned about AD applications, but in the next year our plan is to incorporate all the systems, like our ERP. It will help us consolidate. The consolidation we have seen so far has helped



reduce the time it takes to give people the access they need, but not that much, perhaps 10 percent. It's mostly AD groups at the moment. We will probably see a better number for that next year.

What is most valuable?

At a high level, the areas of the solution that are most valuable are the

provisioning engine access request. And, of course, all of the identity-handling capabilities are the most important to us.

Other very good aspects include the interface, which is easy and intuitive review access handling.

What needs improvement?

There are some technical bits and pieces that we have looked at that could be better. For instance, when you do a recalculation of an identity, it's hard to understand what was incorrect before you started the recalculation, and which values are actually updated.

Right now, all you see are all the new fields that are provisioned, instead of seeing only the fields that are changed. This makes it hard to understand the situation before you started it, compared to after. This is one of the key features that I'm really missing.

Also, the onboarding of applications could be easier. There could be workflows to go through

the entire process of onboarding a new system or application, instead of having to go to three places to do it.

Those are the two key improvements needed.

Also, the connectors for the applications that we use are good, but not fantastic. This is constantly improving. Recently, they added a ServiceNow integration, so there are still new connectors coming. But there are a few systems that I would like to see on the list, systems that are not there today. We have two ERP systems: SAP and something called Infor M3, and the latter is not there. It's okay, though. Maybe some of the other companies we evaluated have even more connectors, but Omada was good enough for us.

For how long have I used the solution?

We have been using Omada for two years.

What do I think about the stability of the solution?

We haven't had any incidents so far. It has been extremely stable.

What do I think about the scalability of the solution?

It's at least scalable for what we need. We are now running a few systems on it with no



problems so far. It has been scaled and that was fantastic. When we start to implement more and more systems, I hope it will continue to scale just as well as it has up until now.

How are customer service and support?

For us, their technical support has been fantastic.

Also, Omada definitely provides us with a clear roadmap for additional features that will be deployed. I'm so lucky that I'm part of the board that looks at new features coming out. We are among a few customers that are invited to see the roadmap, for clarity. So I really do have a good overview of what's coming in the products.

It might sound strange, as we have been using it for a couple of years already, but we are not there yet when it comes to utilizing all of the new features. There are still so many basic features that we need to implement in our organization. For example, I have looked at the analytics and we have used them a little bit. But right now, it's not a key function area for us. Going forward, I definitely think we will use it more and more.

Another example is Omada's certification surveys to recertify roles or to determine if roles are relevant. We are starting to use that now but we have not done it at the scale that you might imagine. We are at the very beginning of that process. By the time another half a year has

passed, we will have done quite a lot on that.

How would you rate customer service and support?

Positive

Which solution did I use previously and why did I switch?

We used a self-developed solution that was based on a lot of scripts and different GUIs and interfaces. But it wasn't a product, it was just something that we put together.

How was the initial setup?

The initial deployment was straightforward. The setting up of the solution was done by Omada and it only took a couple of days. Then they came with a good description of what we needed to do and we were complete within the first week. Everything was up and running. Then we started building the business logic. That took some more time, but the actual setting up of the entire environment and having everything connected took just a few days.

Omada helped us to deploy IGA within 12 weeks. The first phase took eight to 10 weeks. When we started, it was much more about an HR product than an IT project. It was to get the organization to understand that HR needs to be the master of identities. After that,



we needed a solution to take that data and turn it into something productive, and that's where we saw the first benefits of Omada.

It is implemented as a global solution. We have Omada running in the cloud. Then we have a VPN collection set up to Omada. And we have different HR systems running in our company and all of them are synchronizing their data on a daily basis to Omada through connectors. And we control AD, Azure, et cetera by the data that we receive.

On our side, there were four or five people involved from different teams. And the team from the Omada side had three people plus a project manager.

From an administrative point of view, there are 10 to 15 people using Omada. Eventually, I hope all our users will go into and do something. For now, we have 500 to 1,000 users who are doing something in the solution. This will increase more and more over time, as more accesses are ordered by the employees.

In terms of maintenance, there are always new things that we do in the system, but Omada takes care of everything when it comes to patching and upgrading the environment. The only thing that we do is upgrade it when there's a new version out. We just have to go into an admin site and say, "Now we want to do the upgrade," and it's one click of a button and it's done.

Which other solutions did I evaluate?

We evaluated six or seven products, including One Identity Manager, SailPoint IdentityIQ, 365 Identity, and we also had a quick look at Microsoft Identity Manager, but that was not a full solution.

Among the reasons we chose Omada was that they had the identity process framework. When we started this, we were very immature in our identity journey, and having this identity process framework was a good way for us to get started. It was very clear what we needed to do.

Also, with Omada, you bought a license and you had everything. With a lot of the other products, you had to buy X, and then you had to buy Y if you wanted to implement a new feature. And there would be another cost if you wanted to implement another feature. Omada's model was very easy for us to understand: If you buy it, then you get the entire solution. That made it easy to see what the cost was going to be in the coming years.

Also, we had direct contact with Omada and we used their consulting department to help us onboard it. This was very good because we had people sitting close to the product group, in case there were questions. And they were building it correctly from the start, instead of having some local contractors coming in to help us. That was also something that was really good.

On the negative side, some of the other



products might be more developed and have more features. But, Omada was very good for us to get started with.

What other advice do I have?

I would definitely recommend Omada. It's a good product that absolutely does what you need. I would suggest reading through the identity process, the framework that they have created, to get an understanding of what you need to have in place before starting this project. For us, it was a long road to work with HR to get everything implemented. Having that understanding before you start is really key to a successful implementation.

Which deployment model are you using for this solution?

Public Cloud

If public cloud, private cloud, or hybrid cloud, which cloud provider do you use?

Microsoft Azure



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