Flughafen Zürich

Flughafen Zürich AG moves from Omada's on-prem solution to Omada Identity Cloud

Flughafen Zürich

Country:

Switzerland

Industry:

Transportation & Logistics

Profile:

Flughafen Zürich AG is the owner and operator of Zurich Airport, the largest international traffic hub in Switzerland.

Solution:

Omada Identity Cloud

In 2011, Flughafen Zürich AG decided to introduce Omada Identity as an IAM solution to ensure the allocation and verification of required rights within the company and implemented it as an on-premises solution with Omada's long-standing partner Securix.

Already in 2011, Omada Identity had the required IGA functions and gave the flexibility needed through configuration and customization, which enabled Flughafen Zürich AG to operate a reliable and high-performing IAM (Identity and Access Management) solution for more than ten years.

In 2021, Flughafen Zürich AG discussed a major update to Omada Identity V14. However, the on-prem solution, which had been heavily customized, was also discussed at this time with regards to operations, standard conformity and simpler application management. The airport operator also considered the Omada Identity Cloud solution, which was already well established in the market, as an option that should be looked at more closely, since the key decision makers in IT and governance could see a clear advantage of using a SaaS service for an implementation of the IAM requirements.

The initial concerns that the comprehensive, already implemented functionality of the existing solution could not be mapped to the standard-focused Omada Identity Cloud solution were proven wrong in joint fit-gap workshops.

Ralf Schaffelhofer, Customer Success Manager, Omada:
"In the joint workshops, it quickly became clear what potential a transformation from Omada Identity to the cloud had for Flughafen Zürich AG in terms of performance, reduction of complexity and thus also better maintenance and upgrade capability. It was impressive to see how our colleagues at Flughafen Zürich AG worked with us towards these goals from the outset and how we now have a solution that is very close to the standard."

In April 2022, Flughafen Zürich AG and Omada decided on an implementation project to migrate the existing on-prem-solution, Omada Identity, to Omada Identity Cloud. The implementation was done in close collaboration between Omada and Flughafen Zürich AG and successfully completed in February 2023.

Since then, Flughafen Zürich AG has been able to successfully manage all processes relating to identity and access control for the majority of their applications in the cloud. In addition to 36 processes, most of which were implemented in accordance with the Omada IdentityPROCESS+ standard, a large number of SAP systems, active directories and various applications such as LMS, Confluence, HR-relevant tools and others were successfully connected.

All questions, incidents, ambiguities and technical suggestions regarding the operation that arose during the hypercare phase were jointly clarified and productively implemented by the project team within 14 days.

Dietmar Wettach, Senior ICT Solution Architect (Application), Project Manager at Flughafen Zürich AG:
"The joint teamwork between colleagues from Flughafen Zürich AG and Omada enabled us to migrate our established IAM solution from our own data center to the cloud. Now we have a standardized solution that is considerably easier to manage than the previous on-premises solution. We assume that in the future the tasks in operation, maintenance and upgrade can be processed more easily, more cost-effectively and with less strain on resources. Omada delivered the project in a very professional way and in close partnership with us and on time and within budget. Even after the go-live, the OMADA colleagues were available for questions regarding maintenance, minor adjustments, support and operating concepts."

Fabio Morandi, Information Security Officer, Flughafen Zürich AG:
"I was surprised how smoothly the migration to the cloud went. After the go-live, only a few issues arose that were immediately eliminated in hypercare. We received feedback from operations that the system is well accepted and the performance of the cloud solution is very good. I have always found the cooperation at Steering level with Omada to be constructive and very goal oriented."