

# Identity Management for Wyndham Worldwide

## CASE STUDY

### NETWORK AND SECURITY SOLUTIONS

Wyndham Worldwide is the world's largest lodging franchisor, encompassing nearly 6,500 hotels under 10 brands in six continents. Wyndham Hotel Group's lodging management services are provided to upscale properties through Wyndham Hotel Management. Wyndham also has the world's largest vacation ownership business, which includes marketing and sales of vacation ownership interests, consumer financing in conjunction with the purchase of vacation ownership interests, property management services to property owners associations, development and acquisition of vacation ownership resorts. Group RCI offers its members and rental customer's access for specified periods to more than 60,000 vacation properties around the world.

## Challenge

Wyndham had unstable identity management for its heterogeneous environment that supports multiple business units.

## Solution

Zensar has extensive experience in handling end-to-end infrastructure management services. Its result oriented Zensar set up an intensive monitoring service for the client within its premises located in Pune, India. Zensar analyzed the client's requirement and proposed a shared services model. This model provided cost effective and reliable monitoring service solutions such as:

- Novell Identity Management configuration, administration and management inclusive of components such as Access manager and Identity manager
- User creation/deletion/password management
- Create, modify or delete Access/Identity policies
- Define new attributes in the IDVault
- Creating/updating user profiles
- Troubleshooting
- Configuration and Change Management of Identity and Access Manager components
- Updates to operation documentation

#### INDUSTRY

Hospitality

#### SOLUTION

A shared services model to provide cost effective and reliable monitoring service solutions

#### CHALLENGE

Unstable Identity Management

#### BUSINESS BENEFITS

High productivity

- Work with Hotel Group's Identity Management, Operations and Application teams for resolving account creation, login/ federated SSO issues
- Provide assistance to the business and the application teams on queries regarding login, federated
- SSO, user provisioning
- Patch Management
- Get acquainted with the system to look for ways to improve the performance of the IDM system and its operational efficiency
- Perform simple unit testing and Integration testing to ensure the functional correctness of policy changes made
- Provide monthly status reports to Wyndham on the progress of Identity & Access Manager support activities indicating the open issues, milestones achieved planned activities etc.
- System Environments support: Production, development, and staging -The Identity & Access Manager support team will provide necessary assistance to the application teams in testing the external systems and applications whenever changes are made to the Identity & Access Manager system

## Results

The shared services support model provided values adds including 99.99% SLA, a cost effective solution and reliable services in addition to:

- Timely Incident Resolution
- Working within prescribed framework
- Meeting deadlines
- Perform to standard
- High productivity
- Collaborative approach with other vendors

## About Akibia

Akibia, a Zensar company, provides innovative Infrastructure Management solutions that enable leading companies worldwide to optimize, secure, manage and support their mission-critical infrastructure. As an independent advisor, Akibia partners with our customers to deliver solutions that improve the availability, reliability and performance of their data center, network and security infrastructure. Using its multi-shore capabilities, Akibia combines expert consulting, integration and support services with world-class customer service to help IT organizations reduce costs, increase efficiencies and manage risk in the data center. For more information visit [www.akibia.com](http://www.akibia.com).

## About Zensar Technologies

Zensar Technologies is among the top 20 software services providers from India. Zensar's industry expertise spans across Manufacturing, Retail, Media, Banking, Insurance and Connected Services - Government, Education, Healthcare and Utilities. Zensar has more than 6000 associates with sales and operations presence across the US, UK, Germany, Sweden, Middle East, South Africa, Singapore, China, Australia and Japan. The company delivers comprehensive services in mission-critical applications, enterprise applications, e-business, BPO and knowledge services. The company has developed tools and methodologies, including the proprietary Solution BluePrint (SBP), which enables its clients with innovative business solutions and a rapid 'go-to-market' capability. The company supports Fortune 500 clients with software business solutions that help them in the digital economy. Visit [www.zensar.com](http://www.zensar.com) for more information.