

The customer

Webasto optimizes helpdesk processes with the identity management approach of TESIS SYSware.

Since 1932, Webasto has developed, produced and sold automotive products, and today it numbers among the 100 largest suppliers to the automotive industry in the world and among the top 15 in Germany. The group earned sales of over 3 billion euros in 2016 with more than 12,000 employees. With the future-proof incremental identity management approach of TESIS SYSware, Webasto SE is improving the company's data security while also earning a rapid return on investment.

"The use of the TESIS products ASPR and DIVA has allowed us to significantly increase the service quality we offer our users while effectively reducing the load on our helpdesk. We now have optimal solutions for the password reset process and the directory and permission management. This clears the way for us to focus on improving other processes."

(Saied Jeddi, Manager IT Service Center)

The challenge

- Slow and expensive access management with time-consuming and labor-intensive manual processes
- Lack of uniform guidelines for password reset and change procedures
- No "around the clock" availability due to time dependence of helpdesk services
- Incomplete and difficult creation of reports and auditing of security-related topics such as password resets/changes and access rights to file server directories

The solution

- Installation of the web application ASPR Password Manager for automated and secure password resets on various systems
- Passwords can be quickly and cost-effectively reset or changed with a user self-service process

- Installation of the delegated permissions management software DIVA Access Manager for management of read and write access to directories
- Directory permissions are assigned in a decentralized fashion within the departments or projects that create the content

The decision

The incremental identity management approach of TESIS SYSware offers a fast and efficient solution for fundamental problems in the area of IT security and identity management. The modular and future-proof products and solutions can be quickly and flexibly integrated into an identity management environment – with a rapid return on investment.



The customer benefits

Convenient and user-friendly

- Increased enterprise security through the implementation of central tools
- Simple integration of the products into existing helpdesk and IT processes
- Immediate availability of the self-service processes for password reset/change and directory management

Fast and easy roll-out

- Smooth initial loading without interrupting production operations
- Customized and tool-supported transition of the permission structures to the file servers

Time-independent

- Passwords can be reset or changed and directory permissions assigned at any time

Future-proof, flexible and expandable

- Support of additional target systems possible via standard connectors (SAP, databases, LDAP systems)
- Simple expansion with additional authentication methods (biometrics, OTP token etc.)
- Potential integration with identity management systems
- Integration with quota management products and accounting processes

