

Increase User Productivity and Business Flexibility with CA Identity Manager

CA Identity Manager delivers a unified approach for managing users' identities throughout their entire lifecycle and providing them with timely, appropriate access to applications and data.

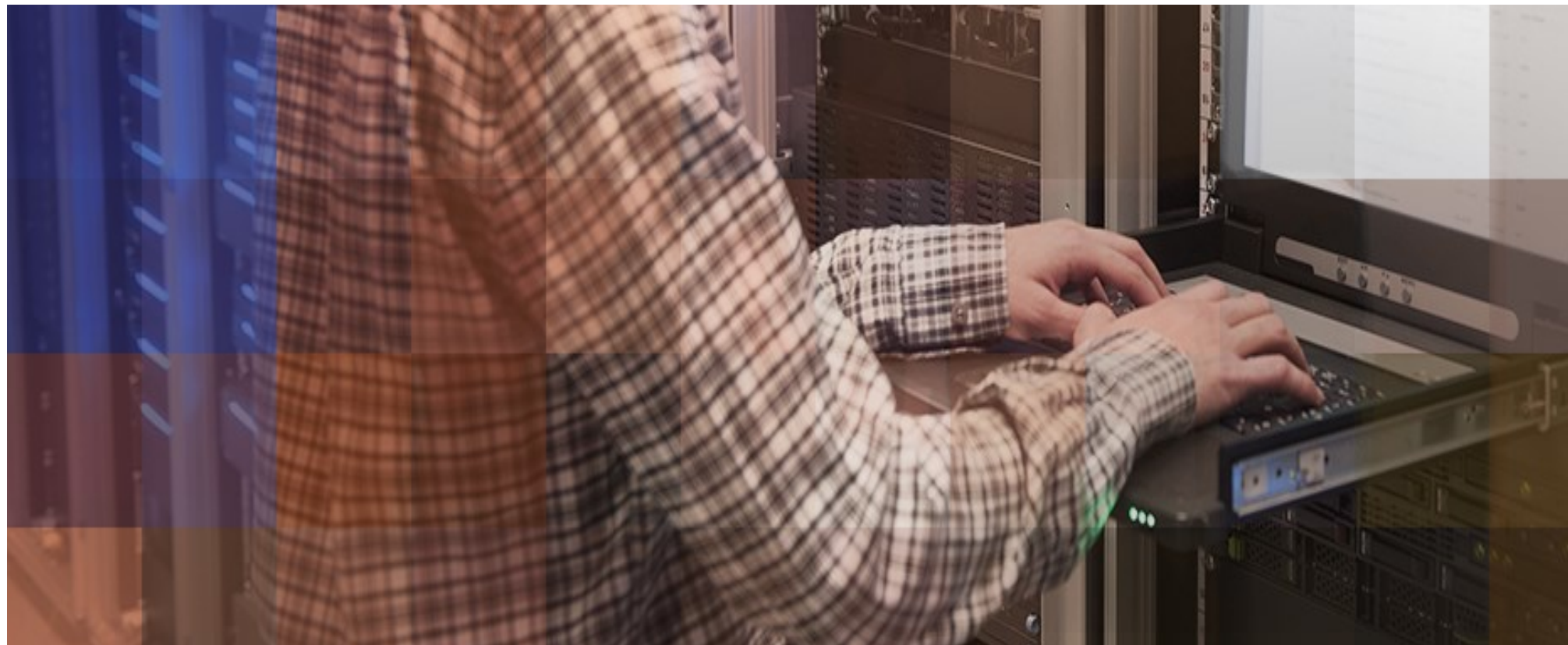
CA Identity Manager can be used to organize identity information within the context of an organization's unique business roles and processes. It helps streamline the on-boarding and off-boarding of users, enables the business to manage access requests, and automates identity compliance processes. CA Identity Manager contains a range of features for managing identities and access rights, and meeting identity compliance requirements.

CA Identity Manager can increase operational efficiency and user productivity while decreasing help desk workload and costs. In addition, the CA Technologies approach to identity management and administration helps improve your overall security posture with a consistent, auditable method for managing identity-related activities and a platform to help maintain adherence regulations.

Business challenges

Whether applications reside in the enterprise or the cloud, managing the identities and access of users to key resources is a critical function for IT organizations that are under increasing pressure to cut operating costs while demonstrating continuous compliance. They must also deal with other challenges such as:

- **Mitigating risks.** Protect critical systems, applications, and information from unauthorized access and use.
- **Reducing costs.** Increase efficiency and productivity, without sacrificing security.
- **Maintaining compliance.** Efficiently prove compliance with internal policies, regulations, and best practices.
- **Support business initiatives.** Adopt new technologies easily (such as virtualization and cloud) that support business initiatives.



Key benefits and results

- Prevent non-compliant provisioning activities.
- Eliminate guesswork when providing access to users based on their roles.
- Enable user-based access requests and approvals without involving the help desk.
- Provide employees, contractors, and partners with access to the applications they need on the day they start, and easily remove when they end.

Marquee benefits yielding **\$925k** per year in savings are detailed on the reverse side of this document in order to show examples of business value achievable through this CA Identity Manager approach

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Key features

- **User provisioning and de-provisioning.** Automates account provisioning, removal, and approval processes throughout the user's entire lifecycle. Customizable workflows support the unique way each organization approves, alerts, and schedules these activities.
- **User self-service.** Enables users to manage attributes of their own identities, reset passwords and request access to resources, easing the IT and help desk burden.
- **Customization without custom code.** Powerful features such as ConfigXpress, PolicyXpress, and ConnectorXpress let you customize your identity management infrastructure without custom code.
- **Securing on-premise and cloud applications.** Provides centralized control of identities, users, roles and policies across on-premise and cloud applications.



Business Value Estimations

CA Identity Manager benefits can be quantified via a wide range of benefit scenarios. A selection of these is listed below to show common areas measured.



Business Value Proposition	Business Value Enabler	Specific Measurement	Solution Area	Impact Range ¹	Key Resources Affected	Average ² Resource Value	Projected ³ Savings / year
Reduction in time to provision and de-provision user accounts and access	CA Identity Portal offers authorization level to expose Launchpad applications to specific users based on their permissions. Users can request for access to web applications and then get a quick link to open the application.	Reduction in manual User Access provisioning costs	Identity Management	40-60%	User Provisioning Requests	8,000 hours	\$150,000
Reduction in service desk calls for self-service enabled activities	Reduced cost from reduction in password reset calls for consumer applications/portals through self-service capabilities enabling both internal and external users	Reduction in labor costs for Service Desk operations	Identity Management	70-80%	Service Desk Call Volume	15,000 \$20.00 per call	\$225,000
Reduction in operations costs for software license recycling	Automated de-provisioning of user accounts and access entitlements thereby reducing orphaned accounts and allowing an organization to reuse/ recycle related software licenses	Reduction in cost of software licenses	Identity Management	70-80%	Software License Costs	\$300,000	\$225,000
Reduction in External Auditor Fees	CA Identity Suite streamlines the user access attestation process, can detect out-of-pattern access assignments, and automatically remediate rejected access and violations reducing the time spent by external auditors on these issues due to streamlined & automated remediation	Reduction in labor costs for audit prep and certification	Identity Management	40-60%	External Auditor Fees	100 Compliance Issues \$4,000 per Issue	\$200,000
Reduction in Custom Code Development Time	CA Identity Suite provides Connector Xpress and the CA API Gateway, which can be used to develop and deploy new LDAP/ODBC and web service connectors without any custom coding which reduces time required by the IT department to custom code these connectors	Reduction in IT software development costs	Identity Management	60-70%	IT Software Developer FTE	1.2	\$124,800

This table shows some **key benefits** of **CA Identity Manager**. Your CA Technologies representative can also share additional and more detailed ROI business case examples for this solution by engaging the CA Business Value Analytics Team. This team works with CA's customers to develop and analyze a comprehensive set of assumptions and environment specific metrics in order to build customized projective business cases.



- ¹ The Impact Ranges shown above are estimations derived from the analysis of benchmark data which is a composite of data derived from industry analyst published information, interviews with subject matter experts and experiential data from prior projective analyses.
- ² The Average Resource column shows resource values representative of those used in business case analyses by the CA Business Value Analytics Team.
- ³ The Projected Savings may be representative results for organizations whose Average Resource values are similar to those in this table. Labor rates for all Employees (Users) are assumed to be \$37.50/hour, and \$80.00/hr for Software Developers. Actual calculations may include additional parameters. Your CA Technologies representative can provide detailed benefit calculations for values in this column. The values expressed in this table are not a guarantee of achievable results and will vary depending upon your current infrastructure, people, and processes as well as the appropriate, effective implementation,