

Travelport

Providing a better experience to 74,000 users with stronger and simpler identity and access management

CLIENT PROFILE

Industry: Technology (Travel)

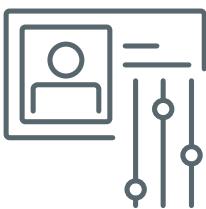
Company: Travelport

Employees: 3,700-plus



74,000

USER ENTITLEMENTS ENFORCED
WITH CA IDENTITY GOVERNANCE



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FEDERATED IDENTITY
FOR 12 SYSTEMS

Balancing security with user experience

Protecting critical systems, applications and information from unauthorized access is crucial in today's digital world. Organizations such as Travelport must be able to provide all users – whether they are employees, contractors, partners or customers – with secure, but simplified, access to digital assets both in the cloud and on-premise platforms.

Travelport is redefining how companies search, share, buy and sell travel with its Travel Commerce Platform, which connects the world's leading travel providers with online and offline travel buyers in a proprietary business-to-business marketplace. Travelport has a leadership position in airline merchandising, hotel content and rate distribution, mobile travel commerce and a pioneering B2B payment solution that addresses the needs of travel intermediaries to efficiently and securely settle travel transactions.

As a growing company, Travelport's solutions depend on a multitude of diverse systems acquired through mergers. The company needed to support multiple identity systems across its environment. Prior to centralizing its approach to identity and access management, users had to memorize up to 12 sets of log-in credentials.

"We wanted to build a common identity platform that would provide a consistent experience for our users, along with visibility into who had access to which systems," comments Mark Gibaldi, Vice President of Cybersecurity and Risk at Travelport.

“The identity and access management solutions from CA Technologies don’t just defend our business, they differentiate it.”

Mark Gibaldi

Vice President of Cyber Security and Risk, Travelport

Centralized access and control

With CA Identity Manager, CA Identity Governance and CA Single Sign-On, Travelport has built a centralized and effective identity and access management platform. As a result, it has been able to eliminate multiple legacy identity solutions, enabling a more consistent user experience and reducing costs.

The new automated platform delivers end-to-end visibility of user entitlement information across Travelport’s systems, allowing improper or excessive entitlements to be identified and remediated quickly. It also provides step-up authentication that offers an extra level of protection when validating a user’s identity.

“By establishing a federated identity relationship with our ASP and BSP partners, we can ensure user privileges match an individual’s role,” says Gibaldi. “This approach means our users only need to remember one set of login credentials.”

CA Identity Manager provides an end-to-end view of the access rights of more than 7,000 Travelport employees and contractors, along with the travel agency staff. CA Identity Governance enables the company to easily govern and correct these users’ entitlements, with built-in credential attestation reports and automated separation of duties policy enforcement, which streamline compliance.

Faster time-to-market

Instead of managing multiple identities, users now need just one identity and one password. Thanks to CA Single Sign-On, Travelport provides secure access to a multitude of diverse business systems, which are integrated with directory systems such as Active Directory, LDAP and Exchange.

With fewer identities to manage, Travelport can provision new users in minutes rather than days, and ensure their access entitlements remain aligned to their role. When a user leaves the company, their entitlements can be terminated quickly, thereby eliminating a common risk among many organizations. “We can be confident that any users who no longer need access to our systems, don’t have access,” comments Gibaldi.

Standardizing on the CA Technologies solutions has also accelerated time-to-market for new systems and freed up resources. “Development teams no longer need to develop their own identity and access management solutions,” adds Gibaldi. “The code they need is already available.”

Travelport hopes to extend its federated identity and access management approach to partners, as well as travelers in the future.



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