CASE STUDY

RAPID, REPEATABLE, READI™

readibots
IDENTITY AUTOMATION

ALORICA

Alorica is a customer experience company that focuses on making lives better, one interaction at a time, for clients, customers, colleagues and communities.

It creates amazing customer interactions online, on the phone, social media, and other channels. From acquisition and sales to customer care, Alorica offers a world-class suite of customer experience services and technology, including customer relationship management and back-office support.

QUICK STATS

100K
Users

1,000
Users / week

17
Domains

45 DAYS
TO PRODUCTION

Leading Service Desk Company Automates Complex Identity Provisioning

Challenge

alorica

As a Business Process Outsourcer, Alorica is often on the front line of customer care. Many of its customers have seasonal businesses, so customer service requirements increase significantly during certain times of the year. To serve these customers, Alorica must be able to quickly ramp up its customer care services by hiring and training large numbers of customer service agents. Hiring new staff means creating new login accounts, email accounts, team collaboration accounts, badges, and more. This puts a strain on Alorica's Identity and Access Management Group, which manages user provisioning.

In the past, provisioning a new user took an average of 72 hours. The process involved scripts plus a number of manual steps. If the wrong user information was provided, or an input error was made, the process would have to be re-started. During peak times of the year, increased provisioning demands forced Alorica to hire additional staff to manage this process.



In addition, once the peak time had ended, customer service agents needed to be deprovisioned, their accounts cancelled, and software licenses re-claimed. Accounts that were not completely deprovisioned could create security exposures. The Identity and Access Management group would spend a significant amount of time terminating users through scripts that required constant connectivity and spot check validations of termination. Auditing of specific terminations was a challenge; a lack of granularity in the termination reports made it difficult to prove that users had been correctly deprovisioned. Alorica realized that end-to-end automation would be key to solving its provisioning problems.

> *"Our overriding need was to find something that could be implemented quickly, that would fit with our existing solutions."*

To address its unique requirements, Alorica looked at a number of potential solutions. Identity Governance and Administration (IGA) vendors proposed new IGAs to manage the automation requirements, but Alorica quickly determined that migrating to a new IGA would be costly and disruptive to its business. Alorica needed to find a solution that could be up and running quickly.

SOLUTION

Readibots delivered a custom identity provisioning solution that was tailored to the customer's exact needs.

$500K
ANNUAL SAVINGS

The customer went from complex requirements to production in 45 days with no changes to their business process or operations.

The READI platform allowed the customer to fulfill their business requirements with no changes to their processes.

Users are now turnkey provisioned to all systems with no human intervention.

Manual invocation is supported through an operator console.

Executives were provided with a dashboard that presents provisioning status and metrics.

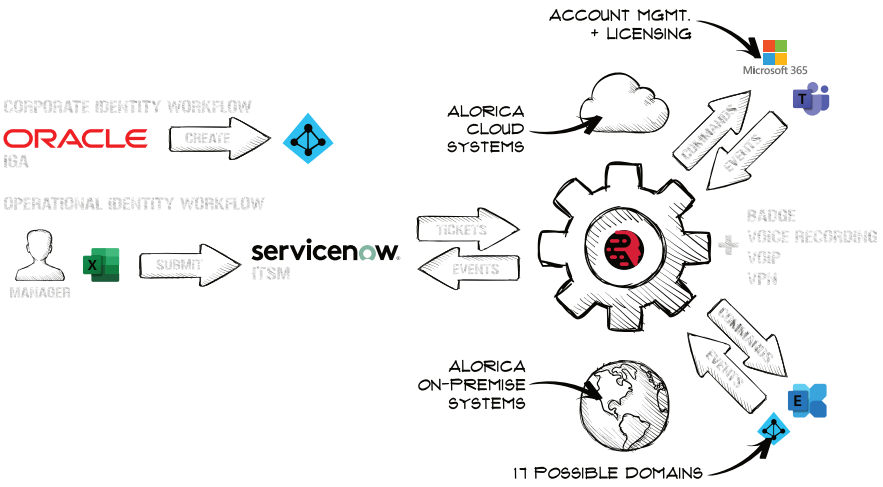
95%
STAFFING REDUCTION

"Besides replacing our IGA, we also considered using our current IT Service Management software. But customizing this software would have been complex and would have required a team of consultants," said JP Calabio, Chief Information Security Officer at Alorica. *"Our overriding need was to find something that could be implemented very quickly, that would fit with our existing solutions."*

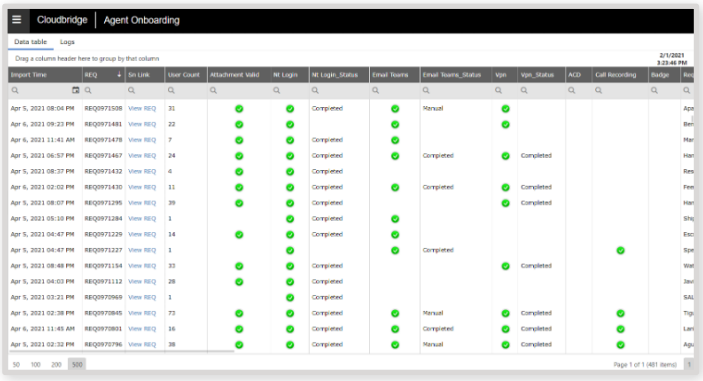
Solution

To automate its provisioning and deprovisioning processes, the Identity and Access Management Group decided to use the Readibots identity automation solution. This cloud-based offering came with pre-packaged provisioning and deprovisioning bots that could be quickly customized to Alorica's needs.

Readibots automation could be started in an event-driven fashion from Alorica's ServiceNow IT service management platform. This provided a significant advantage, as it meant that nothing changed in Alorica's business processes. New-hire provisioning requests could be made in the same way they had been done in the past. In addition, once the automation was completed, Readibots could close ServiceNow tickets.



Like many organizations, Alorica had multiple PowerShell scripts that were built to automate tasks, but it could not link these together into a workflow. With the Readibots READI platform, the scripts were copied and pasted into the platform and instantly made available for orchestrated operations.



"We were amazed at how quickly we could automate our identity processes with Readibots. Within 6 weeks we had

THE READI ADVANTAGE

TIME

Built on an open, cloud-based automation platform, there is no faster way to satisfy identity requirements.

FLEXIBILITY

Don't settle for partial automation with a handoff to ITSM. There is no identity requirement that cannot be automated with the READI platform. Where IGA vendors stop, the READI platform continues.

COST

Where IGA vendors charge for many features that are often not required, the READI platform delivers to an organization's precise needs without the bloat, and without the cost.

GROWTH

Unlike IGA silos, the READI platform is open and designed for change. M&A, new technologies, new procedures. Growth and change are welcomed.

You're READI for it all!

completely automated the provisioning process. We reduced average time to provision a new user by 92% and continue to identify areas to optimize with Readibots." said Calabio.

The Readibots solution also integrates with many existing systems, including the Oracle IGA solution, ServiceNOW, Azure, Active Directory across seventeen Windows domains, Microsoft Teams, on-prem Exchange, Office 365, and many others. Advanced AD queries are available directly from the Readibots platform and can be easily used in new automations.

Readibots' identity automation solution can quickly generate reports on any automation process. In Alorica's case, these reports track the provisioning and deprovisioning processes; errors do not slip through. Readibots ensures the Identity and Access Management Group meets its auditing requirements.

"We were amazed at how quickly we could automate our identity processes with Readibots."

Benefits

Increases Speed of Automation – Using Readibots' identity automation solution, Alorica was able to automate its provisioning and deprovisioning processes within six weeks. These processes now complete within minutes rather than days. Alorica Identity and Access Management staff can now focus on more strategic tasks, as they no longer have to manually complete many of the mundane provisioning and deprovisioning tasks.

Reduces Errors and Meets SLA and Auditing Requirements – Automation allows Alorica to complete its provisioning and deprovisioning processes with fewer errors. The speed at which these processes are completed allows the group to continue meeting its service-level agreement commitments to the business. In addition, the reports generated by Readibots allow Alorica to easily meet its auditing requirements.

Lowers Costs and Allows Alorica to Generate Additional Revenue – Automating the provisioning and deprovisioning processes allows Alorica to reduce its staffing requirement for these activities. Because customer service agents can be provisioned more quickly, Alorica can start generating revenue from these agents more quickly.

Provides Higher Level of Security for Alorica's Systems – Readibots' automation and reporting functions ensure that identity processes such as deprovisioning are completed correctly. As a result, Alorica can be confident that identities are protected and its systems remain secure.

About READIBOTS

Readibots is an innovator in the Identity and Access Management space. Founded by IT veterans that were unsatisfied with the status quo, the READI platform was created to give organizations a new and unique way to satisfy identity requirements. Whether extending an existing IGA or looking for a more flexible, cost effective, next-gen approach to serving the needs of identity, we have the bots that connect the dots. For more information: www.readibots.com

READIBOTS CORPORATE HEADQUARTERS

555 Legget Dr., Suite 304 - Tower A
Kanata, ON, CANADA
K2K 2X3

1 (343) 804-0730

info@readibots.com
www.readibots.com

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