



KEYDATA ENGAGED TO HELP THE UNIVERSITY OF WATERLOO MIGRATE FROM LEGACY IDENTITY MANAGEMENT PLATFORM TO BEST OF BREED SOLUTION

KEYDATA CASE STUDY | HIGHER EDUCATION

The University of Waterloo, with over 35,000 students and 2,800 faculty members, was sunsetting their Identity & Access Management solution. The previous solution, running on a framework past end-of-life, had become unstable and had issues with supportability, performance, extensibility, and usability.

The university engaged *KeyData Associates* to help modernize their IAM program using [SailPoint's IdentityIQ product](#). KeyData's ability to understand and address the university's pain points, using the IdentityIQ product, set them well apart during the RFP process.

BUILDING A FOUNDATION

KeyData worked closely with the university, building a solution that addressed issues of the past, with an eye to future service expansion. The result is a solution that has significantly boosted the university's IDM service versatility, user experience, and integration potential. The solution has also reduced the need for manual processes, and it has automated and enhanced preventive and detective controls, and increased transparency and visibility. KeyData's robust target state architecture has proven effective and reliable. Batch processes are completed in minutes rather than days.

AT A GLANCE



COMPANY:

University of Waterloo



LOCATION:

Canada



EMPLOYEES:

2,800 faculty members
35,000 students



CHALLENGE:

Migration from legacy identity management system to new best of breed solution; deploy a unified IAM framework to support over 55,000 internal users.



SOLUTION:

SailPoint IdentityIQ



SERVICES PROVIDED BY KEYDATA:

- Conducted IAM current state assessment
- Developed target-state IAM processes
- Developed IAM target state architecture, strategy, roadmap and implementation plan
- Managed execution of IAM program
- Developed business requirements
- Executed technical design and solution configuration
- Integration and customization, off-premise cloud and on-premise
- Developed and deployed training for admins, end-users, developers and operations

Throughout the engagement, KeyData also delivered effective training and knowledge transfer, which allowed the university's IT security team to effectively manage the solution independently through go-live and beyond.

The next generation IAM solution has proven to be a solid foundation since its launch in the spring of 2019. The University has been able to expand IAM services to the University and its satellite campuses, as well as the affiliated colleges.



The partnership with KeyData was critical to the success of our SailPoint IdentityIQ implementation and the decommissioning of our old IDM system. Thank you, to the team at KeyData.

*Jason Testart, Director, Information Security Services
University of Waterloo*

RESULTS



Boosted Waterloo's IDM service versatility, user experience, and integration potential.



Reduced need for manual processes, *automated and enhanced* preventive and detective controls, and *increased* transparency and visibility.



Batch processes now completed *in minutes* rather than days.

ABOUT KEYDATA

Founded in 2005, KeyData has been serving clients for **over 16 years**. KeyData is a recognized North American leader in cybersecurity services, specializing in Identity and Access Management (IAM), Customer Identity & Access Management (CIAM), and Privileged Access Management (PAM). We are committed to providing the best customer experience with every interaction. We strive to offer pragmatic advice that will help organizations protect their assets and maintain a safe and secure environment in which to operate. To learn more, visit our [website](#) for more information or [contact us](#) to get in touch.

- ✓ IAM is our core business
- ✓ Consulting, implementation, managed services
- ✓ Top Canadian Universities are clients
- ✓ Large enterprise client base
- ✓ State-of-the-art IAM technologies certified