easyrequest

Improve user satisfaction and reduce configuration costs on your Identity Governance platform with EasyRequest™

Benefits

- Dramatically improve user satisfaction and reduce compliance risks streamlining the Access-Request User Experience

- Reduce setup and ongoing configuration costs on IGA policies such as workflows, scopes, and visibility

- Protect your investment through native integration with your IGA platform

- Decouple User Experience from your IGA platform, setting the foundation for your future Identity architecture

Are your employees lost in translation when trying to request access using your current Identity Governance platform?

Access request business readability should be a vital capability of any modern "Identity Governance and Administration" (IGA) platform. But, unfortunately, it's not.

Even today, most of the leading IGA products lack business friendliness and readability, generating employee dissatisfaction and high ongoing configuration costs for managing the access catalog and associated policies such as workflows and visibility rules.

"EasyRequest" from Net Studio is a UI As-a-Service application that integrates and enriches your existing IGA platform.
It provides a business- practical access request experience and helps to dramatically reduce the cost of setup and ongoing maintenance of the entitlement catalog, workflows, and visibility rules.

EasyRequest has been recognized by Gartner as a "Specialized IAM tool" in the "Market Guide for IGA" on 7/12/2020.

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«Our employees' satisfaction has dramatically improved thanks to EasyRequest front-ending our Sailpoint IdentityIQ platform. Now our employees can easily search, select, and quickly submit for approval the right entitlements for getting their business done without engaging with our help desk personnel.»

CISO, a large payment service provider

IDENTITY MANAGEMENT THE BUSINESS CAN UNDERSTAND

EasyRequest is the product culmination of years of Identity Management projects and endless debates with business users on how they, not IT folks, would envision an 'easy to use' Acces Request application. EasyRequest offers a "rich while simple" user experience on the entire set of Identity data and actions that are kept stored on your existing Identity Governance platform.

INTEGRATION WITH EXISTING IGA PLATFORMS

Security and privacy requirements are fulfilled by EasyRequest IGA gateway, a low footprint stateless software component that is installed behind the client's firewall and bi-directionally syncs data securely between the client's IGA Datastore and EasyRequest. It can be configured for any Identity Management/Governance platform. Native integrations are today available for Sailpoint IdentityIQ and Micro Focus Identity Manager. Additional leading IGA platforms are on the roadmap.

EXTENDABLE CATALOGUE

EasyRequest extends the existing, hard to understand , catalog, adding business-rich information such as additional level of taxonomies and searchable metadata. Leveraging its set of out-of-the-box templates, EasyRequest can enrich the current Catalog with a functional view on entitlement, rather than just relying on short descriptions.

EMBEDDED WORKFLOW ENGINE

EasyRequest embedded Flowable, one of the most powerful, awarded, and commonly used workflow engines. Power users can quickly draw advanced BPMN 2.0 workflows with the graphic tool and deploy it inside EasyRequest to freely design the approbation flow of each request managed by EasyRequest.

LIFE CYCLE MANAGEMENT OF NON-EMPLOYEES

EasyRequest offers a complete user life cycle for non-employees (external workforces, users, consultants, etc) acting as an authoritative source for the IGA processes of such kinds of users.
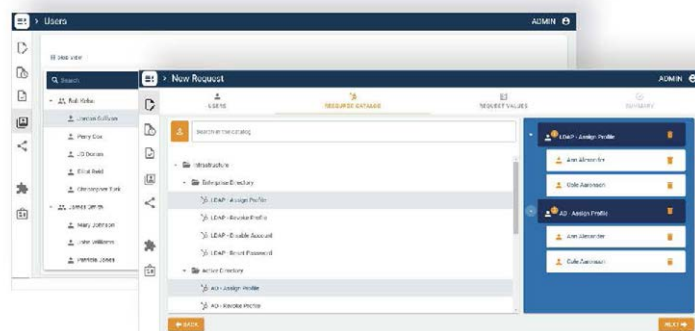
APPLICATION OWNERS ARE IN FULL CONTROL

EasyRequest offers to Application Owners a set of super-powers to properly govern access to their applications, such as managing the visibility and grouping of "their" portion of the catalogue, to add/remove/block access to users on the managed applications.

EasyRequest enables users to perform their access request needs using their business language, not someone else's technical jargon

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Technical requirements

EasyRequest is available in the following options:

- As a docker container, installable either on-premise or in your cloud provider of choice
- As a Software Appliance
- As a fully hosted SaaS application.

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«As a global, fast-growing Business School, the ability to get things done quickly is a vital feature of our DNA. Now, even what looks like a very technical aspect, such as requesting access to digital resources and applications, is a key factor in gaining and retaining students and alumni in our competitive landscape. We were initially skeptical about adding EasyRequest to our Sailpoint installation. It took just a demo to convince the other stakeholders and me this was the right move, not only for improving today's user experience on access-request processes, but also for achieving better agility for any future required platform change".

CIO, Global Business School

Technical Requirements

- Sailpoint IdentityIQ version 7 and above

- EasyRequest IGA gateway for Sailpoint is a java-based service.

- Java engine version 8 and above is required.

EasyRequest fully integrates with Sailpoint's IdentityIQ. It accesses data that is stored on Sailpoint's Identity Cube (Identities, Accounts, Roles, Entitlements, Assignments, Risk Index, and Workflows), exploiting Sailpoint's IdentityIQ APIs and PlugIn Framework.

EasyRequest IGA gateway ships with several out-of-the-box workflows that install and execute on Sailpoint's IdentityIQ Workflow Engine. Examples are: Create a New Account; Update Account Properties; Enable/Disable Account; Assign/Revoke Profiles and Entitlements.

New Sailpoint workflows can be implemented way more efficiently in EasyRequest, also leveraging the natural language workflow description capabilities that altogether remove the need for coding required on the Sailpoint platform.

EasyRequest & Sailpoint IdentiyIQ data and request status are kept aligned through the "EasyRequest IGA Gateway for Sailpoint" component. The gateway can be configured to select which Identity attributes should be synchronized with EasyRequest and with which frequency (daily, hourly...).

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EasyRequest IGA gateway for MICRO FOCUS

Technical Requirements

- Micro Focus Identity Manager version 4.02 Advanced Edition and above

- EasyRequest IGA gateway for Micro Focus is a java-based service.

- Java engine version 8 and above is required.

EasyRequest integrates natively with Micro Focus Identity Manager. It accesses data that is stored on the Micro Focus Identity Vault (such as Identities, Resources, Assignments, and Workflows), leveraging the native soap integration capabilities offered by the Micro Focus User Application Webservices.

EasyRequest IGA gateway for Micro Focus ships with the following out-of-the-box workflows that install and execute on Micro Focus identity Manager workflow engine: Create a New Identity; Update Identity Properties; Enable/Disable Identity; Assign/Revoke Resources.

EasyRequest overcomes fundamental audit-related Micro Focus product limitations, providing full approver traceability for completed workflows and retaining "older than 12 months" workflows. EasyRequest also extends any Micro Focus workflow with the possibility to add attachments and in-line message exchange with 'out of the workflow' stakeholders, which would otherwise require off-line email exchange.

EasyRequest & Micro Focus Identity Vault data and request status are kept aligned through the "EasyRequest IGA Gateway for Micro Focus" component. The gateway can be configured to select which Identity attributes should be synchronized with EasyRequest and with which frequency (daily, hourly, ...).

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EasyRequest IGA gateway for IBM Security Identity Governance & Intelligence (IGI)

«We were advised to implement our access request processes leveraging the ServiceNow platform. It turned out not to be the right decision. When we realized how quickly EasyRequest could integrate with our environment and make our users happy, we quickly decided to implement it as our standard access-request entry point.»

CISO, European Energy and Utility company

EasyRequest integrates natively with IBM IGI. It accesses data stored on IBM Identity Governance (Identities, Accounts, Business Roles, IT Roles, permissions, Employments, Organizational Unit Roles visibility) through REST APIs.

EasyRequest IGA gateway leverage the new embedded workflow engine to add fully powered workflow capability to the IBM IGI platform. It makes it easy to design the most common request access scenarios involving business owners, Application owners and end-users. As a result, your teams can create efficient workflows, and you can rapidly model advanced workflows with greater efficiency, saving time and resources while unlocking business value.

The main capabilities are: Create a new Identity, Create a new Account, Enable/Disable Account, Assign/Revoke Roles, allowing many approval steps.

EasyRequest & IBM IGI data are kept aligned through the "EasyRequest IGA Gateway for IBM IGI" component. The gateway can be configured to select which Identity attributes should be synchronized with EasyRequest and which frequency (daily, hourly, etc...).

HA configuration is available to scale over environments with a significant amount of data.

Technical Requirements

- ·IBM IGI version 5.2.6 and above

- EasyRequest IGA gateway for IBM IGI is a java-based service.

- Java engine version 11 and above is required.

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BENEFITS AT-A-GLANCE

Resource Request Management

· On request for multiple recipients
· Pre-defined catalogue for requestable IT resources
· Compliant version of "like Mike" request templates
· View risks for increased awarness
· Customizable request forms
·Delegate request management (initiation and approval)
· Request bulkload from CSV

Governance & Compliance

·Centralized view of users identities & access
· Light Certification Process management
· Risk Control & Mitigation
· Request Traceability
· Resources/Services/Applications Catalogue Management
· Control Dashboards
· Reports

About NetStudio

NetStudio is a consulting, system integration, and product development company, specialized exclusively in Identity Management. With over 15 years of hands-on experience, Net Studio has funneled its best practices into EasyRequest, a UI as-a-service platform aimed to bridge the gap between the worlds of business users and techies in the increasingly critical controls on Digital Identities and Insider Threats.

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