

## Case Study: Communications

# Better IAM Helps Global Telecom Beat Backlog

Cognizant offers customized support and a unique blend of resources.

Keeping security programs current was critical for this U.S.-based global telecommunications conglomerate. So, when the company began to experience significant backlogs, it knew it needed to quickly upgrade its existing identity and access management (IAM) software. Its IAM provider delayed the upgrade, leaving the company with an outdated, unsupported identity management platform. The resulting backlog created poor user experience and high incidents of escalated tickets.

The company evaluated several providers and ultimately decided to transition management of its IAM program to Cognizant. Having worked with Cognizant in other areas of the business, the company had strong existing relationships with our team. We brought a unique mix of onsite, onshore and offshore resources, as well as customized support based on the company's parameters. Cognizant's end-to-end approach provided a full complement of services from design and operational support to managed services.

## At a glance

When this telecommunications giant missed a critical IAM system upgrade, it was left with an unsupported, unstable infrastructure that led to significant backlog and high ticket escalations. The company decided to transition IAM management from its current provider to Cognizant. Cognizant was not only able to customize the support it provided but offered a full complement of services and a forward-thinking approach to IAM.

## Outcomes

- Reduced backlog from more than 100 tickets to less than 10 within eight weeks
- Reduced failure rates from 19% to 11% within eight weeks with a goal to reduce to a single digit within six months
- Improved system maturity from level one to level two

## The Solution

Our first order of business was to meet with the company's leadership to fully understand their key concerns and the metrics on which it would be measured. After carefully listening to the team and understanding their goals, we presented a clearly defined roadmap and timeline. Cognizant immediately provided the necessary staff and developed automation to address backlog issues. Within eight weeks, backlog went from more than 100 tickets to less than 10. Once the upgrade was complete and the system stabilized, failure rates went from 19% to 11% and system maturity went from a level one to a level two. This improved user experience and enabled the company's key stakeholders to quickly meet key performance metrics.

We did not stop with a successful upgrade. The team continues to present strategic,

Project increased revenue due to cost savings of approximately \$1 million

forward-thinking ideas that help the company address its IAM needs in a rapidly-evolving digital marketplace. For example, we are exploring the use of social media identities for customer and employee identity and access, implementation of digital technologies to transform governance and compliance, and managed delivery mechanisms to address the proliferation of smart devices. With Cognizant solutions, the company can focus on protecting content and driving advertising revenue in today's stream-on-demand environment.

## About Cognizant

Cognizant (Nasdaq-100: CTSI) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 194 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at [www.cognizant.com](http://www.cognizant.com) or follow us [@Cognizant](https://twitter.com/Cognizant).

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