

CUSTOMER SUCCESS STORY: FLOUR CORPORATION ENGINEERING, PROCUREMENT AND MAINTENANCE COMPANY

FLUOR®

ABOUT FLUOR CORPORATION

Fluor Corporation is one of the world's largest, publicly owned engineering, procurement, construction, and maintenance services companies. Over the past century, Fluor, through its operating subsidiaries, has become a trusted global business leader by providing exceptional expertise and technical knowledge across every phase of a project. Clients rely on Fluor to deliver world-class solutions that optimize their assets, improve their competitive position, and increase their long-term business success. Fluor is a FORTUNE 500 company that is ranked #1 in FORTUNE magazine's "Engineering, Construction" category of America's largest corporations. The company has more than 35,000 employees and maintains a network of offices in more than 25 countries across 6 continents.

THE CHALLENGE: MANAGING NETWORK ACCESS, USER ACCOUNTS AND PASSWORD ADMINISTRATION

Fluor's primary objective is to develop, execute, and maintain capital projects on schedule, within budget, and with operational excellence. To accomplish this, the company consistently procures large volumes of industrial goods, as well as the services of several thousand global suppliers, vendors and contractors, who need temporary access to Fluor resources from various company locations. Validating and provisioning access to Fluor resources based on the duration of access needed for these vendors and contractors, while effectively managing each individual's required passwords and generating audit and business reports for compliance purposes, became a significant challenge for the IT staff at Fluor.

To alleviate this administrative burden, and facilitate productivity, Fluor needed a worldwide, internet-based process that would allow remote users to request and create an account, as well as establish a password, based on the duration for which the user needed access to the company's resources. In addition, Fluor wanted a vehicle that allowed users to automatically reset their password, without IT intervention, while monitoring activity and generating the appropriate reports to ensure that IT security policies and compliance regulations were met.

Fluor Corporation Challenges

- ▶ Provide network access to several thousand contractors that are retained and periodically assigned across multiple projects.
- ▶ Reduce the time needed and eliminate potential errors during the user provisioning process which currently mandates multiple information exchanges between project managers, IT administrators and managers.
- ▶ Automate the de-provisioning of users when the associated project is completed to maximize IT security.
- ▶ Establish a means to document the approval process for user accounts which is essential to achieve regulatory compliance.
- ▶ Provision 6, 000 users, locally and remotely, while ensuring network access to these users 24/7.
- ▶ Significantly reduce help desk calls associated with password resets.

Apere IMAG Solution

- ▶ IMAG delivered a comprehensive user account approval process based on a self-service creation mechanism with remote access via the internet for external users
- ▶ With IMAG, user requests are routed thru a company defined approval process, which is documented to ensure compliance and for forensics purposes.
- ▶ IMAG automatically de-provisions user accounts when needed and appropriate reminders are sent to administrators and end users.
- ▶ IMAG uses patented technology to provide disaster recovery over Fluor's WAN with deployments across two different physical locations.
- ▶ IMAG's Self-Service Password Reset Portal enabled Fluor to reduce help desk costs and improve IT productivity.

THE SOLUTION – IMAG BY APERE

Self-Service Account and Password Management

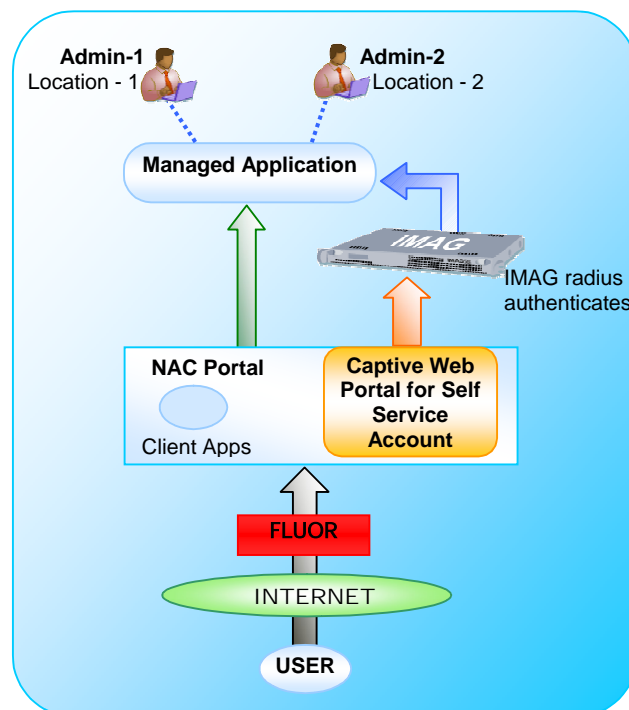
As a result of deploying IMAG, Fluor users could create accounts in the self help mode wherein the user becomes the provisioning agent. IMAG's user self help portal for requesting account creation and password reset is accessible worldwide, and a simple workflow process allows the user to obtain approval from the appropriate Administrator within Fluor, thus significantly reducing the time and effort needed to create new accounts, while eliminating potential errors.

A user also has the ability to request an account based on the duration for which they need network access, and IMAG automatically created a password for that account, based on a predetermined set of rules.

IMAG's intuitive work flow process ensures that required e-mails indicating the status of account creation are automatically sent to the appropriate Fluor Administrators in addition to the requestors e-mail account. Status of the account is updated on the self-service account creation portal, enabling the user to view account status at any time. IMAG's ability to send reminder e-mails, on a configurable basis, as to account expiration, password expiration or password reset, enables the user to efficiently manage their account, eliminating IT intervention.

Once a user's account is successfully created through the IMAG self-service portal, it is automatically added to an authoritative list of user accounts which enables an IT Administrator to leverage IMAG's Identity Management platform to maintain and manage that account from a centralized location. A user who obtains an account created through the IMAG self-service portal can also reset their password, as needed, again eliminating IT intervention.

In addition, IMAG automatically e-mailed the user's account creation request to all Fluor Administrators. In that Fluor has multiple Administrators managing a single application, this enables the appropriate Administrator to approve or reject the account creation request accordingly.



IMAG also provided a useful reporting mechanism through which a Fluor Administrator could generate various reports of activity within the self service account creation process. These reports can be queried, viewed and stored based on the period required i.e., daily, weekly, monthly.

IMAG's innovative self-service portal enabled Fluor Administrators to cost effectively manage network access while significantly improving and automating the company's user account management procedures to streamline operations, maximize productivity, enhance network security, and ensure regulatory compliance.

ABOUT APERE

Headquartered in San Jose, California, Apere was established by a group of experienced techno-entrepreneurs, and has been engaged in creating world-class products dedicated to offering state-of-the-art and yet cost-effective enterprise security solutions. Apere offers the industry's first Identity Managed Access Gateway designed to address identity and data security issues while significantly reducing the management burden placed on IT staff.

US Headquarters

2635 North First St Suite 212
San Jose, CA 95134
Phone: +1-408-434-1001
Fax: 1-408.434.1002
E-mail: contact@apere.com

India Research and Development Office

Apere India Pvt Ltd
Plot # 14, Huda Colony
Road # 02, Banjara Hills
Hyderabad - 500 033
Phone: +91-40-44308080
Fax: +91-40-44308