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Case Study: Ingres Takes Advantage Of Identity Management In The Cloud

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EXECUTIVE SUMMARY

Ingres, an open source database software and support services provider, knew that it needed to reform its online community by improving its ease of use, particularly in the area of identity management. After deciding to explore the use of a cloud-based identity and access management (IAM) offering, Ingres turned to TriCipher to implement a Web single sign-on (SSO) solution. Along with reaping the benefits of cost savings and improved security, Ingres also greatly enhanced its online community's customer experience.

SITUATION: INGRES' COMMUNITY REQUIRED USERS TO REMEMBER MANY USER IDS

Ingres is an open source database software and support services provider with more than 10,000 customers in more than 50 countries. As an open source database provider, Ingres prides itself on its commitment to the open source community. In an effort to engage the open source community, Ingres created an online service that now has more than 12,000 users, contributors, developers, and other participants.

When Ingres first launched this online community, it was working with three separate domains and a number of different applications. As a result, users were required to sign in to each application separately. If a connection timed out or if a download failed, users were forced to re-login to each application individually. Ingres felt that this was negatively affecting its users' experiences and wanted to improve the online community's ease of use.

BEST PRACTICE: INGRES USES CLOUD-BASED IDENTITY AND ACCESS MANAGEMENT

Ingres decided to implement Web single sign-on (SSO) to provide users with easy access to all of its available applications and chose TriCipher's myOneLogin portal, a hosted software-as-a-service (SaaS) offering that provides secure SSO. Users of Ingres' community sites log into the site using one ID and password. By outsourcing this IAM task to TriCipher, Ingres was able to:

- **Reduce the cost of implementation by avoiding changes to its infrastructure.** Ingres deployed a SaaS-based offering with out-of-the box integration with Ingres' in-house user repositories, which meant that Ingres didn't have to make any changes to its internal infrastructure. Ingres was able to integrate myOneLogin into its existing environment with little difficulty. In fact, Ingres pointed to ease of deployment as one of the main reasons it decided to go this route with TriCipher.

- **Provide the ease of use of Web single sign-on with federated access management.** Ingres shares its community experience across partner sites. As a result, one of Ingres' requirements for its solution was that it needed to be able to support SAML federation. TriCipher, along with other hosted IAM service providers, offers this as a standard part of its service.
- **Retain control over all accounts and passwords by integrating with in-house LDAP.** While myOneLogin has the capability to store user information, Ingres prefers to maintain its own user repository. Using a directory services proxy with TriCipher's offering, Ingres was able to integrate its internal OpenLDAP directories with myOneLogin. As a result, Ingres has the flexibility to manage its own accounts and passwords.
- **Save on support by using TriCipher's bundled customer support.** Ingres receives 24x7 mission-critical support via email or phone from myOneLogin instead of having to rely on internal support from IT.
- **Improve security while boosting ease of use.** Deploying an SSO solution enabled Ingres to present a more seamless community experience to its users. After users register to become members of the Ingres Community, their login persists across all of Ingres' community Web properties so that they only need to remember one login.

Next Steps: Ingres Looks To Use Hosted IAM Internally

Ingres is currently in a pilot program to provision its internal users. While Ingres does not have a large number of internal applications, the company hopes to be able make use of hosted IAM to benefit its employee population. When an employee is terminated, Ingres would like to be able to use myOneLogin to ensure that the employee no longer has access to internal and SaaS applications.

BEST PRACTICE RESULTS: INGRES IMPROVED THE ONLINE COMMUNITY EXPERIENCE

Ingres considers its online community essential to its business, a place where application developers, database administrators, code contributors, content writers, and others can collaborate, contribute, and innovate around open source. By deploying a cloud-based IAM solution in the form of hosted single sign-on, Ingres has been able to create a Web-based community that is both user-friendly and secure.¹ In addition, the use of a hosted single sign-on solution fits well with Ingres' existing IT strategy of using open source software and SaaS applications to minimize IT costs and leverage its existing infrastructure.

RECOMMENDATIONS

CONVINCE EXECUTIVES OF THE BENEFITS OF USING CLOUD-BASED IAM SERVICES

To get the funding for hosted IAM, you need to gain executive stakeholders' support. To do this, point out the benefits of using a SaaS login portal such as myOneLogin for both employee-facing and customer-facing applications:

- **Reduced costs.** A hosted IAM solution doesn't require any changes to your infrastructure, which significantly reduces its cost of implementation. Oftentimes, it also comes bundled with 24x7 customer support, cutting down on the need for internal support from IT.
- **Better security.** A hosted SSO solution eliminates the need to remember multiple passwords and offers secure access to applications using strong authentication.
- **Improved productivity.** Implementing Web SSO for customer-facing applications can greatly increase customers' use of the applications and overall satisfaction. For internal applications, Web SSO improves employee productivity because users no longer have to waste time logging into multiple applications.

ENDNOTES

- ¹ Identity and access management (IAM) projects have long been plagued with their long implementation times, high services-to-license ratios, integration challenges, labor-intensive build-out and operations, and long wait times to produce compliance and end user benefits. The recent emergence of the hosted IAM market alleviates these concerns by offering managed services that deliver clear benefits of "instant" compliance, reduced IAM operational and staffing costs, and pay-as-you-go, operational expense pricing models. Vendors have started to offer these services as part of their portfolios, and Forrester expects the share of revenue from these services to grow by 80% to 90% over the next year, driven by expansion in the healthcare and financial services verticals. See the April 17, 2009, "[Hosted Identity Is Real — Are You Ready For It?](#)" report.