

SulAmérica Selects Centrify Identity Service for Its Ability to Scale to Thousands of Users



Founded in 1895, SulAmérica is one of the largest insurance companies in Brazil with more than seven million customers. The company provides life, health, auto and home insurance services through a broad network of more than 30,000 brokers, joint ventures and strategic alliances.



“We’ve gained increased visibility and control over cloud and mobile apps and devices by using granular, per-app access policy and multi-factor authentication.”

Alessandro Figueiredo, CISO at SulAmérica



The Challenge

Replace the existing single sign-on solution that could not scale to meet the demands of the company’s 7,000 employees and third party collaborators. A few customized features would be required, and robust customer support was deemed essential.

To provide its employees with single sign-on access to the organization’s key applications like Google for Work, SulAmérica was using an on-premises solution which required a large number of servers on site, as well as ongoing administration. However, the solution didn’t scale adequately. When the company’s 5,000 employees and 2,000 third party collaborators got to work and logged in around the same time each morning, the system would stall, losing connectivity for many and not allowing others to access the network and the apps they needed. Productivity suffered.

“Each day, we had several thousand employees all logging in during a very short period of time, and that would bring the system to a standstill,” said Alessandro Rodrigues de Figueiredo, CISO at SulAmérica.

Prior to the search for alternative solutions, the company identified several features that would be essential moving forward, including the ability to deny access to users outside of business hours. According to Brazilian labor laws, employees in non-managerial roles are entitled to compensation for work performed outside business hours, so companies must take steps to prevent access to corporate resources.

The company decided to search for a new provider that could scale as necessary and provide the functionality they required.



The Solution

SulAmérica looked at a local Brazilian solution but it didn’t have the resources necessary to service such a large organization. Centrify’s cloud-based Identity Service fit the bill.

SulAmérica was looking to provide on-site, mobile and remote employees with access to company data and resources, centering on the ability to connect to cloud apps from both inside and outside the organization.

They evaluated a local Brazilian company that provided a single sign-on product, but felt it was too small to provide a large enterprise like SulAmérica with a viable solution that would deliver all of the functionality and support they were looking for.



The company found Centrify Identity Service™ to be an ideal solution, and during the evaluation phase requested that Centrify add the custom ability to block user access outside business hours. The Centrify engineering team investigated SulAmérica's additional requirement and agreed to build the functionality.

In late 2013, the Identity Service solution was implemented over a two-week period including the customized features that SulAmérica requested, which are now available to all Centrify customers.



The Results

100% availability for apps like email and Google for Work. Productivity has increased and the company is in the process of rolling out password reset, multi-factor authentication and EMM.

Today, SulAmérica's 5,000 employees are using Centrify to access Google Apps for Work with 100% availability. "We no longer have the issue where employees can't access business applications, so our productivity has definitely improved," says Figueiredo. "The Centrify solution has been powerful and has scaled beyond our expectations."

Over time, SulAmérica has adopted more and more product functionality to decrease the risk of data breaches. Recently, multi-factor authentication was added across various departments, with the plan to extend it across the entire organization. Implementing a per-app access policy has also helped secure employee identity for added security.

After an internal analysis showed that integrating Centrify's password reset functionality across the enterprise could reduce help desk tickets by approximately 60%, the company now has plans to add a password reset option in the near term.

"Moving forward, we plan to implement the App Gateway features of Centrify Identity Service, which will play a key role in securing access to all company resources from any remote location," says Figueiredo.

SulAmérica is also in the process of evaluating Centrify Identity Service's enterprise mobility management capabilities for a roll out across the organization. And, with an eye on the future, they are exploring Centrify as a business-to-consumer solution where SulAmérica's seven million customers could access the company's web applications through a single portal.



Centrify strengthens enterprise security by securing identities from cyberthreats. Centrify uniquely unifies identity for privileged and end users across cloud, mobile and data center. Centrify improves security, compliance, agility and productivity for over 5000 customers, including over half of the Fortune 50 and over 80 federal agencies. www.centrifys.com.

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