

Case Study

International Hospitality Services Company Optimizes Identity, Governance, and Administration (IGA) with SDG

CHALLENGE

Leveraging SailPoint to improve the company's global information security posture was too complex for our client to achieve independently.

SOLUTION

Combining a mix of advisory and professional services to deliver a seamless SailPoint integration for our client. After deployment, we also provided ongoing management and on-demand professional services

RESULT

Optimized IGA platform, SailPoint, across the client's complex environment and improved global security posture.

SUMMARY

A large, international hospitality services company needed to streamline security access and controls across its growing global enterprise to minimize risk and ensure compliance. The organization, which operates business lines in vacation ownership, travel, and publishing, faced several challenges in optimizing its identity governance and administration (IGA) platform, SailPoint. Based on our breadth of experience, industry reputation, and best practices approach to identity governance, the company selected SDG—a trusted advisor and professional services provider—to optimize its SailPoint performance.

IN DEPTH: CHALLENGES

Leveraging SailPoint to improve the company's global information security posture was too complex for our client to achieve independently. We identified the following issues:

- Size and Complexity:** Because of the complexity of SailPoint's components in relation to the large scale of our client's needs, our client struggled to effectively manage governance activities across its global enterprise.
- Lack of In-House Expertise:** Our client lacked an internal staff with the size and expertise required to administer SailPoint 24/7/365, a critical deficiency that became more problematic as the company expanded.
- Increased Workload:** Our client's growth as a company made self-management more difficult and necessitated more efficient IGA practices, leading to the decision to outsource SailPoint optimization to SDG.

SOLUTION

SDG combined a mix of advisory and professional services to deliver a seamless SailPoint integration for our client. After deployment, we also provided ongoing management and on-demand professional services, including:

- Monitoring:** Maintained proactive monitoring of SailPoint to identify and address any issues, ensuring uninterrupted identity governance.
- Break Fix:** Responded quickly to resolve any issues with SailPoint and maintain the client's operational stability.
- Application Onboarding:** Integrated new applications within SailPoint, which enabled our client to extend visibility and control over IGA functions across the enterprise.
- Onboarding Processes:** Introduced standardized onboarding processes for new users to expedite secure access provisioning.
- Escalation Access Reviews:** Managed escalation processes by conducting thorough access reviews that helped our client comply with security and audit requirements.
- Coaching and Training:** Enhanced the user experience by offering coaching and training to our client's internal staff to increase their knowledge and utilization of SailPoint.
- Advisory Services:** Offered guidance to our client by making the appropriate IGA strategy and technology recommendations in alignment with the company's evolving business needs.
- Overall Managed Services:** Provided continuous oversight and maintenance of SailPoint applications.

RESULTS

We helped our client successfully administer SailPoint across an expanding and complex environment, making it possible to:

- Optimize IGA by centralizing and automating our client's identity governance processes.
- Strengthen our client's compliance, reduce the risk of unauthorized access, and enhance security across the organization by regularly conducting access reviews.
- Facilitate continuous oversight, prompt resolution of issues, and enhanced operational efficiency by providing around-the-clock client support.
- Lower IGA-related costs by leveraging legacy infrastructure investments and reducing the need to hire additional FTEs.

CONCLUSION

By partnering with SDG, our client successfully addressed the challenges of managing SailPoint across a complex, global environment. Our ability to integrate, administer, and maintain the SailPoint platform through a combination of advisory and managed services ensured that our client's IGA requirements were fully met. Before engaging SDG, SailPoint was simply too unwieldy in size and complexity for our client to manage efficiently. We optimized the powerful identity platform solution on our client's behalf, enabling our client to drive efficiency, maintain compliance, and enhance security.

ABOUT SDG: With more than 30 years of experience partnering with global enterprises on complex business and IT initiatives, SDG is a trusted provider of advisory, transformation, and managed services. The firm empowers organizations to strengthen cyber resilience by integrating AI into identity, threat, and risk management solutions that protect digital assets and deliver measurable business value. Learn more at www.sdg.com.



■ 75 North Water Street
Norwalk, CT 06854
■ 203.866.8886
■ sdgc.com

Contact Us: solutions@sdgc.com