



Charter Global

CASE STUDY – Balancing Innovation and Security: Navigating the Landscape of Identity Management

About the Client

The client is an innovative startup company specializing in addressing specific challenges within the security domain. Their focus lies in developing products for User Access Reviews (UAR), Identity Governance and Administration (IGA), and Identity Lifecycle Management (ILM) leveraging Cloud infrastructure and architecture. Despite having a clear vision to address key business problems in this niche area, the client lacked the necessary technical resources. Charter Global stepped in as a robust technology partner, taking charge of the ideation, design, development, deployment, and maintenance of these products. This collaboration allowed the client's core team to concentrate on customer acquisition and engagement.

Project Goals

- Develop a product framework that is both flexible and robust.
- Construct the entire product with a focus on innovation and quality.
- Create a Minimum Viable Product (MVP) and implement iterative feature enhancements.
- Achieve a faster time to market to stay ahead of the competition.
- Maintain agility to make swift course corrections for enhanced customer satisfaction.
- Continually seek feature enhancements to improve the end-user experience.
- Uphold high security and coding standards, adhering to PCI and SOC2 standards.

Key Challenges

- Enable Single Sign-On (SSO) for various prominent SSO providers like Okta, Azure AD, etc.
- Simplify data ingestion from diverse target systems without custom code requirements.
- Ingest data from multiple sources, particularly from on-prem systems like AD or other legacy applications.
- Prevent rubber stamping (bulk approval without individual review) in user access reviews, especially when dealing with large volumes of records.

Project Description

- Successfully integrated SSO for all major providers including Okta and Azure AD.
- Developed Flex Connectors for easy data ingestion from multiple subsystems.
- Created an on-prem agent for secure data extraction from systems like AD and legacy systems, ensuring secure cloud ingestion.
- Implemented an AI-driven outlier detection algorithm to mandate individual review of each outlier, thus preventing rubber stamping and misuse.

Results

- The client successfully launched its SaaS products to over 100 paid customers within the first two years.
- New customer onboarding was streamlined, achieving completion in just a few hours through a configuration-driven process.

Why Charter Global

- **Startup/Product Development:** Charter Global has designed and developed various products from scratch in the security domain, demonstrating a deep understanding of user access reviews, identity governance, and lifecycle management solutions.
- **Product Customization:** Emphasis on minimal customization and more configuration, integrating easily configurable features into the product.
- **Security Standards:** Developed products with top-tier security standards, complying with OWASP's top 10, including data encryption both at rest and in transit.
- **SSO Integrations:** Implemented numerous SSO integrations, making the client a part of the Okta Integration Network for effortless integration.
- **HRMS and Application Integrations:** Developed integrations with various HRMS and applications, including complex systems like SAP and Microsoft Dynamics, as well as Fintech apps and ticketing systems.

About Charter Global

Charter Global is a technology leader connecting the world through innovative solutions. Our team of creative problem-solvers is committed to delivering cutting-edge solutions, cementing our reputation for excellence in the IT field. Comprising diverse individuals from around the globe, we are united by a shared vision of making a positive impact in technology. At Charter Global, we don't just keep up with the digital revolution; we lead it. Join us in shaping the future of digital innovation.