Oracle Security

The City and County of San Francisco Selects Oracle Identity and Access Management for Improved Security and User Experience of 100,000 User Identities

CUSTOMER INTRODUCTION

The City and County of San Francisco (CCSF) is made up of 50 departments, all with unique functions to serve the communities of San Francisco City and County. The Department of Technology provides technology, communication and cybersecurity services to the departments at CCSF. The Department of Technology provides technology solutions for enterprise applications and ensures every department is securely connected to these applications. Chinna Subramaniam, Technical Director of the City IAM and Directory Services in the Department of Technology, has been building an innovative identity platform for employees, vendors, and citizens of San Francisco.

Identity Impact Box: Before and After

suppliers

6X

Lower cost than Competitors

"We are seeing a lot of value with Oracle Identity and Access Management. It is more secure, cost effective, and resilient, allowing us to provide a highly available identity platform with improved user experience."

Chinna Subramaniam
IAM and Directory Services Technical Director, City and County of San Francisco

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The Challenge

The City and County of San Francisco has evolving needs, amplified by the number of programs, services, and applications that need to be connected and available to employees and partners. Prior to using Oracle Cloud Infrastructure Identity and Access Management, CCSF was limited in expanding IAM protection to applications beyond the core Financial and People management application. The team also spent a significant amout of time managing the Access Management application stack. Additionally, with limited multi-factor authentication (MFA) factors in place, users didn't have many options for protecting their access and application owners were not comfortable exposing their applications for remote access.

As these challenges continued, CCSF began to plan an innovation project to improve their Identity and Access Management (IAM) platform and decided that a move to the cloud would be their best next step.

Why Oracle Identity and Access Management?

After evaluating several cloud identity solutions, CCSF selected Oracle Cloud Infrastructure Identity and Access Management to support their *MyApps* dashboard. CCSF set out to create a true single sign-on portal for employees, retirees, suppliers, and eventually citizens to access critical applications in a single dashboard. With Oracle Identity and Access Management, they gained a highly available and secure platform, with MFA rolled out across all applications on the dashboard.

Previously, the average user had to individually access more than 10 bookmarked links for their commonly used applications, with different user names, password and limited MFA options. CCSF can now offer users a customized, platform with access to the applications they need in one place and with one login.

The Benefits

CCSF saw many benefits in selecting Oracle Identity and Access Management, one being that they have a mission critical Enterprise Resource Planning application from Oracle, Oracle APEX, and Oracle Analytics applications that have a native integration to Oracle Identity and Access Management, adding significant value to the organization. None of the other products they evaluated offered a comparable integration with Oracle products.

Since moving their identity to the Cloud, CCSF has significantly reduced the time it takes to integrate new applications with Oracle Identity and Access Management. What once may have taken about a month, can now be completed in several days. They were able to integrate SaaS and legacy applications quickly, giving them the ability to protect more applications with IAM and serve more departments across the city. With OCI IAM, the MyApps dashboard allows users to access several applications with a single login, and logout of every application in just one click. With adaptive authentication, they can now block risky users, and with MFA options, CCSF was able to improve customer experience and reduce the number of service tickets.

Cost Savings Benefit the Community

As an organization dedicated to serving the community, CCSF's main priority was to offer employees and citizens a solution that was highly available and cost effective. Oracle's Identity offering met their functionality requirements and ultimately provided significant cost savings for the city. The Department of Technology found that the cost of Oracle Identity and Access Management was up to 6X less than competitive solutions they considered. Those savings can be directly applied to other services that serve the community.

Oracle Identity and Access Management Helps Departments Respond Faster

Every department at CCSF is designed to offer unique services to meet the needs of San Franciscans. At times when resources and supplies are especially critical, it is important that these departments have highly available access to their critical applications. During the COVID-19 response, it was critical that emergency workers and public health employees were able to access CCSF applications to respond to emergencies remotely any time, day or night. With OCI IAM, CCSF was able to rapidly onboard critical applications and ensure secure access for emergency responders.

As more users work from home, securing beyond the office has become more important than ever. To enhance security, CCSF successfully rolled out MFA for VPN. Allowing users to securely login to VPN once they have verified their identity through MFA's challenge. These additional capabilities help support and protect employees and suppliers as they continue to provide the community with critical services.

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