

IMPLEMENTATION OF SUN IDENTITY MANAGER AT GENPACT

Company/organization

Genpact, leading provider of Business Services and Technology Solutions globally, serving following verticals:

- Banking/Finance
- Insurance
- Manufacturing
- Transportation
- Business Services

Applications/solutions

Group-wide identity management solution utilizing web-based front end, providing new workflow and self-service functions

Products/services

Sun Java™ System Identity Manager software

Business requirements

Central identity management system for all IT access authorizations for global workforce of over 20,000, based on open standards, which reduces administrative costs through increased security and improves user experience

Business solutions

Sun Java System Identity Manager

Introduction

Protection of internal company data is increasingly important. To improve security even further, Genpact implemented a cross-system identity management solution.

Who's who, what can they access, and what can they do once they have access? These may seem like simple questions. However, when it comes to information systems, these questions require a complex system of rules. Depending on company size, observing these rules requires a lot of time on the part of administrators — not to mention correspondingly high costs. But of far greater concern than deployment costs is the damage that could potentially come from unauthorized people abusing internal company data including confidential information.

Background

Genpact is a leader in the Business Services & Technology Solutions industry. Established in 1997, Genpact has grown into a global business with operations in six countries and a workforce of over 20,000 employees. Genpact's key strategy has been to focus on New Technologies deployment; develop product and domain expertise in selected Industry Verticals and expand into new Geographies.

“Sun Java System Identity Manager gives us an exceptional platform for managing identity profiles and permissions, which enhances our overall enterprise security while allowing us to reduce operation costs.” said Tom Sheffield, Manager, Identity & Access Management at Genpact. “Sun's Identity Management solution greatly reduces the time it takes to get users up and running productively, change user access privileges and to instantly and securely revoke accounts when their relationship with our company ends.”

Over the next 2 years, all IT access authorizations for the Genpact global workforce as well as 1700 contractors and partners, located across India, Mexico, US, Hungary, Romania & China, will be integrated into the system, which utilizes identity management technology provided by Sun Microsystems.



Compliance with Sarbanes Oxley Act

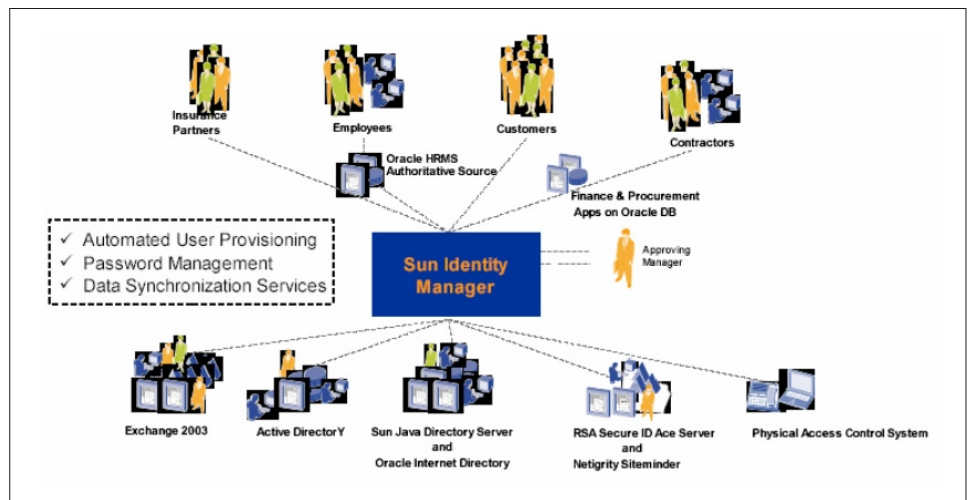
The Sarbanes-Oxley Act of 2002 (Sarbox) has posed a number of logistical, operational, and economic challenges for companies seeking to meet the 2004 compliance deadline. Sarbox requires a holistic look at business and IT infrastructure, starting with financial processes and reaching back to the operational processes that promote them. Identity management technology is ideally suited to automating processes that enable Sarbox compliance. It specifically addresses security processes associated with establishing “adequate internal controls” around financial reporting, as required by Sarbox section 404(a). For Sarbox compliance, Sun’s identity management solution not only allows secure control over the access to and use of information systems, it provides key components such as user provisioning/deprovisioning, access management, password management, account management, directory management, and robust monitoring, audit, and reporting.

Based on current plans, approximately 23,000 of Genpact’s total workforce will be allocated a profile in the Java System Identity Manager, which will be remotely administered in the central system. Depending on the individual applications’ usage rights, one or more accounts will be created for each employee profile.

Visibility and control over global user accounts

Sun Identity Manager provides Genpact role- and rules-based provisioning and enables provisioning of policies for users, organizations, resources, roles, or groups, which ensures that its corporate security requirements are automatically enforced. In addition, the Sun solution helps to provide Genpact with the ability to easily review the status of access privileges at any time, which both improves audit performance and helps achieve compliance with governmental mandates.

Quick changeover



Identity Manager automatically synchronizes identity data across a wide range of heterogeneous applications, directories, databases, and other data stores, improving operational efficiencies by eliminating the need for data to be synchronized manually. Genpact had several heterogeneous applications and platforms, which needed to be integrated including Oracle HRMS, Microsoft Exchange 2003, RSA Ace Server. Identity Manager accommodates transformation rules, data flow mapping, and data joins so that dissimilar schemas can be mapped to any type of data source, thereby protecting existing infrastructure investments in the enterprise. Administrators can define the authoritative data source for any identity, which accommodates the real world need for distributed ownership of data without sacrificing up-to-date information across the enterprise.

Serious software made simple

Sun provides a complete portfolio of affordable, interoperable, and open software systems designed to help you maximize the utilization and efficiency of your IT infrastructure. Built from the secure, highly available foundations of UNIX® and Java, these systems deliver implementations that are pre-integrated and backward compatible. Sun's portfolio consists of Solaris and Linux software for SPARC® and x86 platforms, Sun N1™ software, and the Sun Java System. The Java System is a radical approach that changes forever the way businesses acquire, develop,

and manage software. Only Sun has the experience and the end-to-end portfolio to deliver such a unique and industry-revolutionizing strategy. With the Java System, network services and critical business applications are up and running faster, easier, and at a lower cost than ever before, so you can focus on innovation, competition, and bottom line results.

About Genpact

Genpact is a leading provider of Business Services and Technology Solutions globally. Genpact drives process improvements to help global enterprises improve their revenue, cash, costs, margins, speed and customer relationships. A company majority-owned by GE and the private equity firms of General Atlantic and Oak Hill Capital Partners, Genpact has over 20,000 highly skilled associates specialized by industry (banking/finance, insurance, manufacturing, transportation, and business services) and by the impact areas they serve (finance & accounting, sales & marketing analytics, financial services collections & operations, supply chain & procurement, aftermarket services, transaction services, informational technology services, and enterprise application services & program management). With a direct sales network spanning the world, Genpact has administrative offices in Luxembourg, New York City, and Gurgaon, near New Delhi, India, and has operations centres across India as well as in China, Hungary, Romania, the United States and Mexico. Genpact is

fast expanding its global footprint to include countries like Philippines and Poland.

For more info: www.genpact.com

About Sun

A singular vision – “The Network Is The Computer” - guides Sun in the development of technologies that power the world's most important

markets. Sun's philosophy of sharing innovation and building communities is at the forefront of the next wave of computing: the Participation Age. Sun can be found in more than 100 countries and on the Web at <http://sun.com> or the India website at in.sun.com

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