OneLogin for BMC Remedyforce

With many of your business applications in the cloud, shouldn't your Service Management and Identity & Access Management be there too?

With "built for the cloud" integrated solutions from BMC and OneLogin, they can be. BMC Remedyforce is built on Salesforce—the world's most widely used cloud platform—to deliver complete IT service management functionality with the secure social, mobile, and collaborative capabilities users expect.

OneLogin extends Remedyforce by offering end users self-service password reset capabilities, automating actions to provision and deprovision users, controlling application access and detailed permissions, creating and enforcing additional application security policies, and adding multi-factor authentication. Remedyforce end-users will enjoy OneLogin single sign-on across to any application from any device and any location, along with increased security through two-factor authentication.

Contents

Integrates with Your Existing Directory Infrastructure
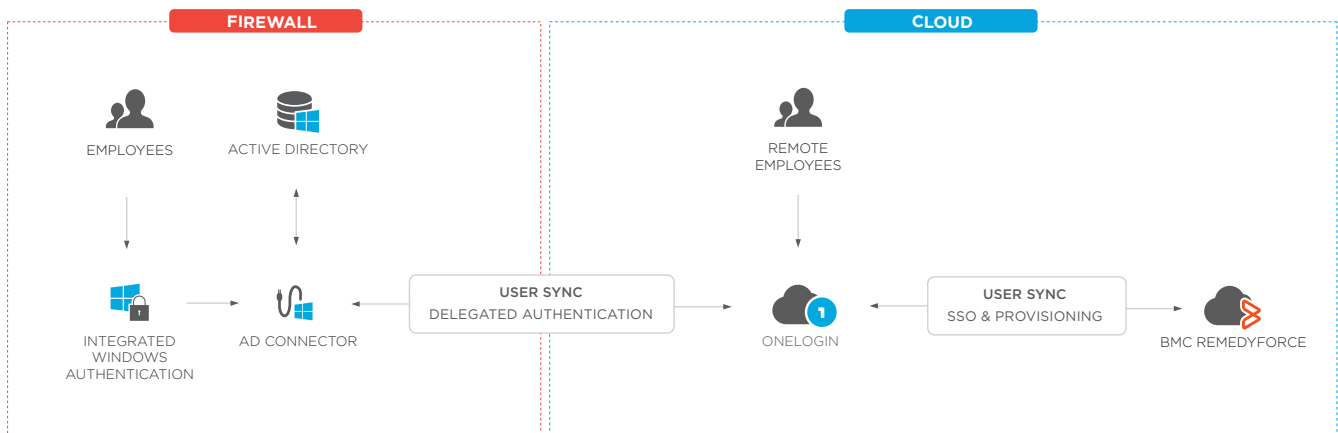
How OneLogin and BMC Work Together to Help You

Speed Up Deployment

Automatically add users to your Remedyforce account with OneLogin's directory integrations, eliminating a time-consuming and error-prone manual step of integrating the force.com platform with Active Directory. Easily automate user creation for all new application requests.

Enhance Security

Remedyforce has many built-in security measures, and OneLogin can extend these to include multi-factor authentication, restriction of app access to the corporate network or other desired IP address range, and providing one-click reports detailing who had access to what applications and when.

Empower End Users

Deliver secure Remedyforce access across corporate desktops and mobile devices; onboard new users in minutes and modify provisioning in real-time; leverage a single secure password and portal to access all apps.

Expand Easily

OneLogin and Remedyforce scale automatically with your growing user base and are already integrated with thousands of commercial apps to provide IT service management, and identity and access management services to address all of your users' needs.

Reduce Service Times

Shorten resolution times by automating provisioning and giving users access to the applications they need quickly. Provide easy access to Remedyforce across all a platforms (desktop, smartphone, tablet) using OneLogin's single sign-on capabilities, ensuring users stay engaged with their service desk requests.

Eliminate Help Desk Tickets

Let's not just get through tickets faster, let's better empower employees so they are generating fewer tickets! OneLogin's real-time AD integration provides users with password reset and app provisioning / de-provisioning self service. Combine this with Remedyforce's self service capabilities, and companies can eliminate over 50% of total Help Desk tickets.

Save Money

Cloud-based solutions from BMC and OneLogin eliminate the need to: buy and maintain hardware; install patches and software upgrades; or perform expensive directory integration costs for every app. You can consolidate user profile data in the cloud and save directory infrastructure costs, quickly and efficiently deploy new technologies across multiple platforms, configure solutions without having to write code, and manage solutions with minimal staff.

Comparing the Options

BMC Remedyforce provides customers with modern, high-speed IT Service Management that replaces fragmented, manual processes relying on inflexible and outdated technology with deep ITIL & ITSM capabilities that are social, mobile, and collaborative...all on the salesforce.com platform.

But why combine an ITSM migration with a Single Sign-On implementation? Wouldn't this make the rollout of both more complex, take longer? Not when you combine Remedyforce with OneLogin. OneLogin can be set up very quickly and entirely eliminates one of the most difficult steps in any software implementation or migration: getting all the users into the new system with accurate data and security permissions. On-going management of user access is then completely transparent to Remedyforce by relying on OneLogin's real-time integration with Active Directory.

OneLogin's Active Directory Connector (ADC) installs via a simple process that deploys as a Windows service. So no manual restarts after a Windows reboot, no firewall changes required, and to sync users, simply check off which OUs you'd like to import, and rest easy knowing that all passwords remain on-premises. The outbound connection to OneLogin is also used to authenticate users against Active Directory from OneLogin's login page. This can be combined with PKI certificates, IP address restrictions and two-factor authentication for additional security.

- Ensure that back-door access by applications through protocols like IMAP do not result in a security gap when a user is disabled (instead of periodic scans, or on-demand checks during an authentication event)

- Scale to dozens of domains, tens of thousands of OUs, and millions of users and security groups

- Support complex, global directory infrastructures with EU hosting and 99.9% uptime guarantee

- Bypass application restrictions that limit integration to a single directory

- Set multiple AD connectors to run in parallel for High Availability

- Simplify compliance, including cross-application analysis by recording all sign-in activity in a centralized audit trail

Feature	Remedyforce	Remedyforce with OneLogin
IT Service Management	✓	✓
2,500+ IT Service Management 3rd Party App Integrations	✓	✓
Help Desk Self Service Portal	✓	✓
Social, Mobile and Collaboration tools	✓	✓
24 x 7 phone, email, online support	✓	✓
Secure Single Sign-on to web and desktop		✓
Employee Self-Service Password Reset		✓
4,500+ Single Sign-on 3rd Party App Integrations		✓
Cloud Directory to Synchronize Remedyforce, AD/LDAP, Google Apps, and OneLogin		✓
Real-time User Provisioning and Deprovisioning		✓
Multi-Factor Authentication		✓
Custom Field Provisioning		✓

Example Customer Story: A Tech Company Moves Service Desk to the Cloud with BMC Remedyforce, Uses OneLogin to Boost the Launch Sequence

Problem

A mature high-tech company was struggling with major software upgrades, hardware maintenance and the distraction/costs of "special projects". The constant churn in IT had also exasperated underlying Service Desk issues with tickets for password resets, accounts not working, application errors that were mostly user error, and complaints about downtime whenever they had to rollout a patch (which were frequent).

And thus began "The Move To The Cloud." While bits and pieces of the organization had subscribed to various SaaS-based apps to meet specific needs, there had not been a comprehensive approach by IT to adopt and manage cloud apps.

Solution

After careful evaluation of a number of options they selected BMC Remedyforce due to its ease-of-use, self-service capabilities, custom fields, and integration with the force.com platform. During the planning process, however, it became clear that user provisioning/deprovisioning, identity management, and account access across all the different cloud

apps planned was going to really slow down the rollout, and could cause an even bigger spike in password reset requests. Active Directory Federation Services (AD FS) was proving to be a real pain to integrate with. BMC thus recommended OneLogin's cloud-based Identity and Access Management solution.

With OneLogin's automated AD FS mapping, AD password self-service reset capabilities, and ability to utilize Remedyforce's custom fields, not to mention how easily it could be extended to SaaS and on-prem apps outside the force.com ecosystem, it was a perfect match. Their CIO was amazed to hear later that day that one of his technicians had spent 20 minutes on the phone with OneLogin, and everything was all set up.

Impact
Combining Remedyforce and OneLogin took weeks out of the project plan, reduced help desk requests by over 50%, including eliminating 90%+ of password reset and account creation inquiries, and led to a very successful adoption of both the new Service Management system and single sign-on. The Company now plans to quickly integrate their existing SaaS apps throughout the business into OneLogin, and will be leveraging OneLogin to remove about 60 days from their Office 365 implementation plan.

Answering Your Questions

How long does it take to implement OneLogin?
The initial configuration is usually 60 minutes or less for standard Active Directory environments. Complex, customized AD implementations may require additional time.

How long does it take to implement Remedyforce?
The BMC 60-day value realization commitment ensures you will be enjoying all the benefits Remedyforce's cloud-based IT Service Management very quickly. Implementing OneLogin first, further reduces Remedyforce implementation times by automatically creating users in your BMC Remedyforce account based on flexible mappings to Active Directory.

Are Active Directory usernames and passwords passed on to OneLogin?
No. OneLogin does not store AD credentials. OneLogin delegates all authentication to the internal directory thus insuring your passwords and data remain on premises.

If a user is deactivated in AD, is this transferred to Remedyforce/force.com?
Yes. OneLogin offers true real-time synchronization and authentication across Active Directory domains, trees and forests. A faster sync means increased security and greater peace of mind.

What are the defualt field mappings by OneLogin?
First Name, Last Name, Company, Department, Division, Extension, Fax, Locale, Permission Sets, Phone, Profile, Role, Timezone, Title, User ID, Email.

Can Remedyforce and OneLogin be expanded to cover more areas?

Yes. The Remedyforce architecture gives business the ability to design, deploy and manage 'other' functions not representative of the out-of-the-box service management suite of functionality. OneLogin can also be mapped to any custom User object fields and be expanded to provide single sign-on across all your organization's apps in just minutes per app.

What if I'm already using AD FS?

Microsoft's Active Directory Federation Services (AD FS) can bridge AD with cloud applications and services, but its complexity hinders IT's ability to keep pace with the "now" mentality of business. AD FS also lacks key functionality like user provisioning and compliance reporting.

When combined with OneLogin, Active Directory takes on powerful new capabilities to control real-time access to SaaS, web, desktop, and mobile applications– and there's no need to embark on a complex Active Directory integration project for each new app. From single domain environments to complex directory infrastructures, OneLogin makes it easy to extend Active Directory to the cloud.

How safe is Active Directory integration?

Extremely safe, and the integration is fast. DISYS, an IT professional services organization, implemented OneLogin for AD for their 4,650 employees in less than 30 minutes. The AD Connector does not require any firewall changes to communicate with OneLogin, as all communication is performed over two separate, outbound SSL connections.

How does Remedyforce ensure availability?

Remedyforce is designed and developed on the world's leading cloud platform, Force.com. Force.com is a secure, proven platform for creating and deploying services for the social enterprise that scales and backs up data automatically. Because there are no servers or software to buy or manage, customers can focus solely on utilizing Remedyforce.

How does OneLogin ensure availability?

OneLogin takes all measures necessary to keep the platform secure and available: redundant data centers, redundant DNS, DDoS protection, quarterly security reviews by iSEC Partners, and 24/7 monitoring. OneLogin supports High Availability configuration for AD connectivity that ensures users are able to authenticate even in scenarios where the AD environment may have a failure.

About OneLogin, Inc.

OneLogin brings speed and integrity to the modern enterprise with an award-winning SSO and identity-management platform. Our portfolio of solutions secure connections across all users, all devices, and every application, helping enterprises drive new levels of business integrity and operational velocity across their entire app portfolios. The choice for innovators of all sizes such as Condé Nast, Pinterest and Steelcase, OneLogin manages and secures millions of identities across more than 200 countries around the globe. We are headquartered in San Francisco, California. For more information, log on to www.onelogin. com, Facebook, Twitter, or LinkedIn.

About BMC

BMC delivers software solutions that help IT transform digital enterprises for the ultimate competitive business advantage. We have worked with thousands of leading companies to create and deliver powerful IT management services. From mainframe to cloud to mobile, we pair high-speed digital innovation with robust IT industrialization — allowing our customers to provide amazing user experiences with optimized IT performance, cost, compliance, and productivity. We believe that technology is the heart of every business, and that IT drives business to the digital age.