CASE STUDY

SINGLE SIGN-ON SOLUTION IMPROVES PRODUCTIVY AND EFFICIENCY

Client Background

Our client develops, manufactures, and sells networking hardware and other products related to the communication and information technology industry worldwide. Additionally, the company offers security products including cloud, email, endpoint, web, and network security; advanced malware protection; and next generation intrusion prevention systems.

Business Challenge

Our client wanted to unite access to different system components giving customers the ability to quickly authenticate and authorize against a variety of identity providers including HCP, osCore, etc., which are all part of its solution. Additionally, they wanted to simplify access to the components—in case they merge with other companies—so they can easily be authorized in systems. The expectation was that a single-entry point would considerably improve productivity and efficiency.

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Project Description

Today, there are numerous sites where a user must be authorized and this process—in combination with other security requirements—is more and more complicated. The client partnered with SoftServe on a single sign-on (SSO) solution. The main solution related to the creation of the agile authorization service and was used for a variety of applications and companies with different security roles and groups. A simple, convenient administration and setup was important as there were multiple sites that required user authorization.

The SoftServe team used a combination of the Scrum and Kanban methodologies. However, they differed from a typical Scrum—the team was flexible in the amount and time spent on the project. As a result of the trust between the two companies, the client left the staffing process up to SoftServe.

Communication was stable and open—built on common sense. The main communication channels included sprint-based demos, regular tech syncs and leadership meetings, architecture reviews, mockup sessions, etc.

Value Delivered

The benefits of SoftServe and the client's productive collaboration included:

- Emphasis on continuous integration, built-in testing, constant monitoring, and deploying to Google Cloud (Kubernetes) increased the ability to react and provide elasticity.
- Constant test runs made it possible to release software at any point in time.
- Bug fix procedures for old bugs—found on the previous stage—and new bugs.
- Real-time continuous monitoring of processes, tasks, applications.
- Logging, processing, and monitoring all technical events and business data and storing every event in the client's storage.

ABOUT US

SoftServe is a digital authority that advises and provides at the cutting-edge of technology. We reveal, transform, accelerate, and optimize the way enterprises and software companies do business. With expertise across healthcare, retail, media, financial services, software, and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients' users expect.

SoftServe delivers open innovation—from generating compelling new ideas, to developing and implementing transformational products and services.

Our work and client experience are built on a foundation of empathetic, human-focused design that ensures continuity from concept to release.

We empower enterprises and software companies to (re)identify differentiation, accelerate solution development, and vigorously compete in today's digital economy—No matter where you are in your journey.

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