

Sun's Successful Approach to Delivering Identity Management

Leveraging a Range of Close Partnerships to Deploy End-to-End Solutions



Case in Point

A Fortune 100 manufacturing company is realizing lower costs and better security and compliance through an end-to-end identity management solution delivered by a Sun partner.

Challenges:

- Sarbanes-Oxley compliance
- Multiple business units and 500,000 users worldwide
- Integration with more than 300 financially significant applications

Solution:

- Industry-specific business process design and analysis
- Repeatable implementation model
- Sun identity management software

Benefits:

- Improved security and regulatory compliance
- Reduced operational costs
- Fast time to delivery

➤ Sophisticated business goals, complex technology requirements

Businesses today need much more from identity management than just an easier, faster way to provision users with enterprise resources. Automated provisioning certainly has an important role to play in improving productivity while lowering costs. But identity management can do much more than that. It can help enterprises meet multifaceted goals that range from improved compliance with regulatory requirements to large-scale collaboration with other businesses. Meeting a broad range of complex goals places unprecedented technology demands on companies. Increasingly, they're faced with challenges such as integrating more disparate people, processes, and applications than ever before and maintaining interoperability across a wide variety of technology platforms. Identity management solutions can help today's enterprise conquer these challenges and meet business goals. But those solutions must be delivered with appropriately diverse and sophisticated expertise.

Sun's experience is that the most successful identity management deployments are not just technology deployments, but end-to-end business solutions that leverage expertise from a multitude of areas. These areas include business process re-engineering, technical implementation, and specific identity-product knowledge. Bringing together such diverse expertise with outstanding technology is the key to creating complete solutions that can help meet tough business challenges. And partners are indispensable to achieving this. Leveraging the strengths of a closely aligned network of partners enables Sun to successfully deliver comprehensive identity-driven solutions for business.

A wide range of partners and services to meet customer needs

Sun's partners range from systems integrators providing a combination of tactical and strategic services to global systems integrators driving identity management at a highly strategic level. Global systems integrators bring a breadth of business-level resources, industry knowledge, and thought leadership to customers with

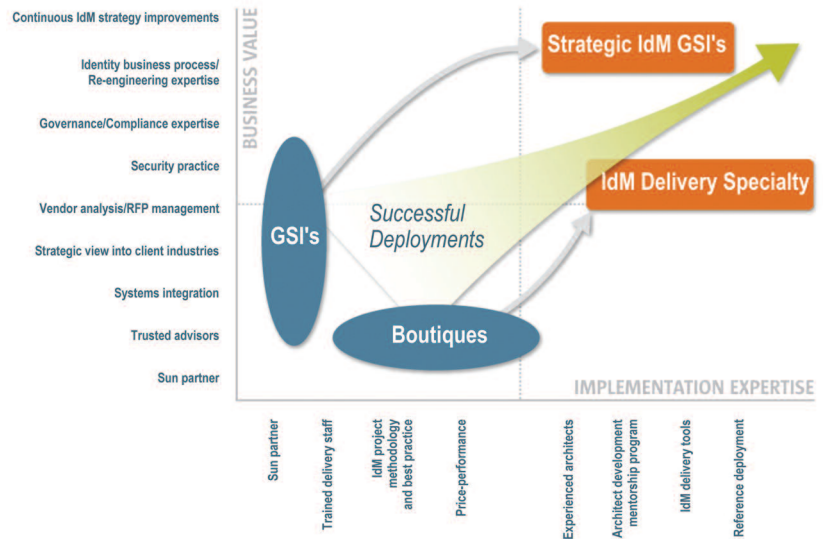
highly complex requirements. They offer strategic services such as business transformation, business process change, and managed services. They also provide complete strategic solution development in identity management deployments that require close teaming from the earliest planning stages. Other systems integrators who partner with Sun offer deeply skilled delivery resources and tools to execute on Sun's early-stage deployment planning.

A three-point approach to successful partnering

Three qualities characterize Sun's approach to partnering and enable consistent partnering success.

- **End-to-end engagement.** Partner resources are built into every single aspect of identity management delivery, from sales to development and even maintenance. Engaging partners at every step in the delivery process is essential to ensuring that they have the deep knowledge, experience, and expertise that they need to deliver Sun identity management.

- **Complementary expertise.** Sun partnerships represent a complementary business model that combines specialized partner expertise with Sun support and enablement. Within this model, the partner applies a unique set of expertise and skills to a project, and Sun's formidable resources back up that effort. The customer is the ultimate beneficiary of this holistic approach to project execution.
- **Selectivity.** Sun partners are a select set of best-of-breed companies, reflecting Sun's belief that quality is better than quantity. The focus is on promoting a small community of carefully chosen partners and then putting formidable resources behind those who build a practice around Sun identity management software.



Delivery Value Map by Partner Type

Proven joint delivery methodologies

Sun's joint delivery methodologies include an architectural enablement services team that focuses on providing partners with delivery best practices and guidelines to help ensure successful deployments. The team works within Sun's Quality Assurance (QA) framework that is designed to reduce partner and customer risk, increase customer satisfaction, improve project predictability, and provide implementation sustainability and ongoing manageability. Sun's enablement-driven approach also includes formalized support such as dedicated people, processes, and programs. And Sun offers a comprehensive Identity Management Solution Kit, which includes an Identity Management QuickStart Guide for Partners, Partner Technical Forums, Project Checkpoints and Post Reviews, Training Learning Paths, and more. All of this results in deployments that are effective from the start and easier to support and maintain over the long term.

Partnerships that benefit Sun customers

Sun partnerships offer many advantages to customers including:

- **Faster deployment.** Sun and its partners engage in a joint project scoping effort to ensure that there is no ramp-up time for partners to get up to speed. In addition, Sun applies proven delivery best practices, tools, methodologies, and frameworks to projects to further streamline and speed deployment.
- **Early establishment of project parameters.** Partner involvement from the start means that customers can expect to know from the very beginning of a project what the implementation scope, timeframes, and cost will be, rather than having to wait until a partner steps in later in the process to handle deployment.
- **Long-term success.** Implementations within Sun's teamed partner model of early engagement and ongoing support generally have a

better chance of success than implementations which do not offer formalized QA frameworks, best practices, and partner tools and training.

Conclusion

Identity management projects today require solutions that go far beyond technology. These projects are likely to span business units and processes, as well as the IT systems that support them, and may even encompass external partners' business environments. To deliver the end-to-end solutions that such projects require, Sun has developed a closely aligned network of partnerships that brings together Sun technology and a range of partner services expertise. This comprehensive approach ensures effective identity management that is both easy to deploy and maintain.

For more information

To learn more about Sun's identity management partners, please visit sun.com/identity/partner.