

1 Hitachi ID Password Manager



**Managing the User Lifecycle
Across On-Premises and
Cloud-Hosted Applications**

*Integrated credential management for users:
passwords, encryption keys, tokens, smart cards and more.*

2 Agenda

- Hitachi ID corporate overview.
- ID Management Suite overview.
- Password problems and Hitachi ID Password Manager benefits.
- The HiPM solution.

3 Hitachi ID Corporate Overview

Hitachi ID is a leading provider of identity and access management solutions.

- Founded as M-Tech in 1992.
- A division of Hitachi, Ltd. since 2008.
- Over 900 customers.
- More than 11M+ licensed users.
- Offices in North America, Europe and APAC.
- Partners globally.



4 Representative Hitachi ID Customers

<p>Financial</p>	<p>Healthcare</p>	<p>Communications</p>
<p>Government</p>	<p>Manufacturing</p>	<p>Education</p>
<p>Pharmaceuticals</p>	<p>Retail/Consumer</p>	<p>Transportation</p>
<p>Technology</p>	<p>Resources and Energy</p>	<p>Food & Beverages</p>

5 ID Management Suite



6 Problem: Too Many Passwords

Every login account has its own:

- Password value.
- User interface.
- Strength rules.
- Expiration date.

Password complexity creates business problems:

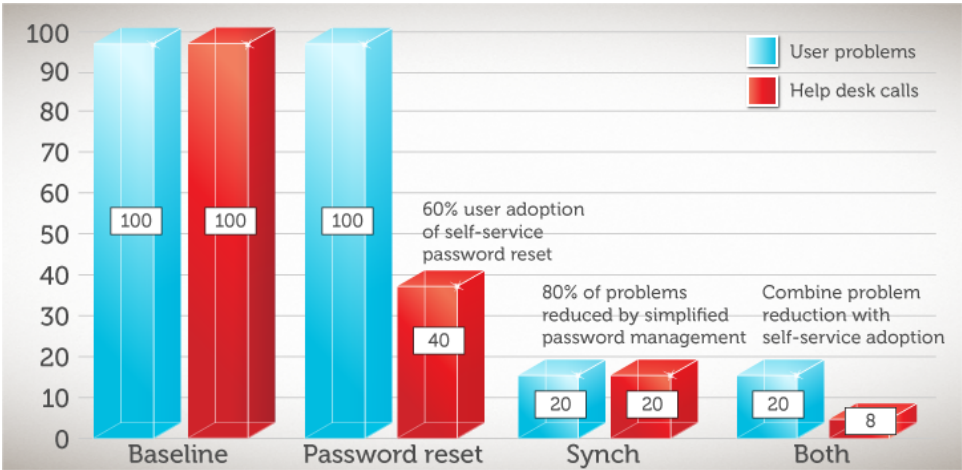
- **High call volume** :
Users forget or lock out their passwords. This can be 30% of help desk workload.
- **Sticky notes** :
Users write down their passwords and may leave them in public view.
- **Bad passwords** :
Users choose simple, easily guessed passwords.

7 HiPM Benefits

Hitachi ID Password Manager is an authentication management platform, providing a consistent process for managing passwords, tokens, smart cards and more.

<i>Feature</i>	<i>Impact</i>	<i>Benefit</i>
Password synchronization	Fewer passwords to remember.	Improved ease-of-use. Fewer password problems.
Self-serve password, PIN reset	Users resolve their own problems.	Fewer help desk calls.
Assisted password reset	Faster call resolution.	Lower cost per incident, improved service.
Policy enforcement	Password complexity, history, periodic changes.	Passwords harder to compromise.
Single signon	Automated application logins.	Users happier with IT.

8 Password Management ROI



9 Enabling Technologies

Hitachi ID Password Manager includes technology that enables deployment in real-world, complex organizations:

<i>Challenge</i>	<i>Technology</i>	<i>Impact</i>
Many systems and apps.	110 connectors built-in.	Rapid, broad integration.
Forgotten primary password.	SKA, WinXP/GINA, Win7/Cred Provider, IVR.	Self service available at OS login prompt.
Inconsistent login IDs.	Auto-discovery, auto-mapping, self-service mapping.	Rapid deployment, minimal consulting.
Security question data.	Automated enrollment process, built-in forms.	Rapid deployment, high user adoption
Too many login prompts.	Hitachi ID Login Manager auto-populates ID/PW.	Fewer IDs/PWs to type.

10 Enabling Technologies (2)

<i>Challenge</i>	<i>Technology</i>	<i>Impact</i>
Seamless integration with corporate IT.	Embeddable, customizable UI. Call tracking and e-mail integration.	Easily ties in with portal, help desk and other systems.
Cached domain PWs. Intruder lockouts after web PW change.	ActiveX in Hitachi ID Password Manager UI refreshes cached PW.	Eliminate lockouts.
Mobile users: forgotten PW.	SSPR over temporary VPN.	Business continuity. Lower help desk call volume.

11 Included Connectors

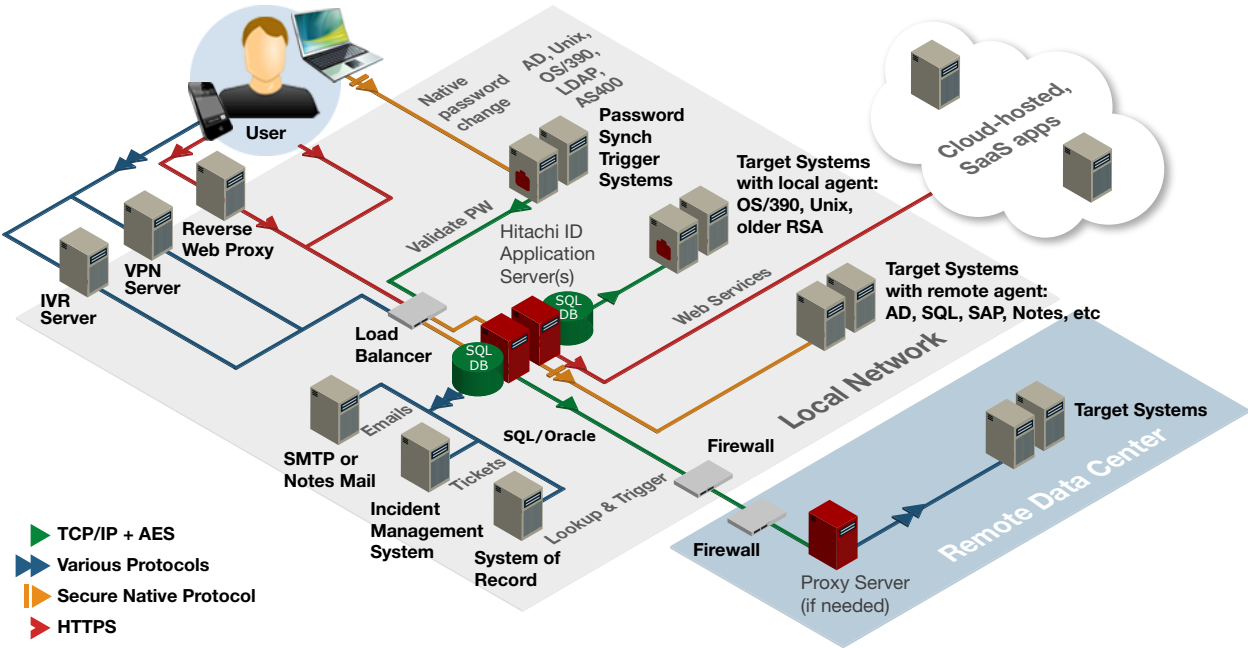
Many integrations to target systems included in the base price:

<p>Directories: Any LDAP, AD, WinNT, NDS, eDirectory, NIS/NIS+.</p>	<p>Servers: Windows NT, 2000, 2003, 2008, Samba, Novell, SharePoint.</p>	<p>Databases: Oracle, Sybase, SQL Server, DB2/UDB, Informix, ODBC.</p>
<p>Unix: Linux, Solaris, AIX, HPUX, 24 more.</p>	<p>Mainframes, Midrange: z/OS: RACF, ACF2, TopSecret. iSeries, OpenVMS.</p>	<p>HDD Encryption: McAfee, CheckPoint.</p>
<p>ERP: JDE, Oracle eBiz, PeopleSoft, SAP R/3 and ECC 6, Siebel, Business Objects.</p>	<p>Collaboration: Lotus Notes, Exchange, GroupWise, BlackBerry ES.</p>	<p>Tokens, Smart Cards: RSA SecurID, SafeWord, RADIUS, ActivIdentity, Schlumberger.</p>
<p>WebSSO: CA Siteminder, IBM TAM, Oracle AM, RSA Access Manager.</p>	<p>Help Desk: BMC Remedy, SDE, HP SM, CA Unicenter, Assyst, HEAT, Altiris, Track-It!</p>	<p>Cloud/SaaS: WebEx, Google Apps, Salesforce.com, SOAP (generic).</p>

12 Simple Integration with Custom Apps

- Hitachi ID Password Manager easily integrates with custom, vertical and hosted applications using **flexible agents**.
- Each flexible agent connects to a class of applications:
 - API bindings (C, C++, Java, COM, ActiveX, MQ Series).
 - Telnet / TN3270 / TN5250 / sessions with TLS or SSL.
 - SSH sessions.
 - HTTP(S) administrative interfaces.
 - Web services.
 - Win32 and Unix command-line administration programs.
 - SQL scripts.
 - Custom LDAP attributes.
- Integration takes a few hours to a few days.
- Fixed cost service available from Hitachi ID.

13 Multi-Master Architecture



14 Competitive Differentiation

Consistency

- Manage all credentials:
 - OS, app passwords.
 - Pre-boot passwords.
 - On-premise and SaaS.
 - Smart cards.
 - OTP tokens.
- 110+ connectors included.

Availability

- Full or mini browser.
- Phone call.
- PC login screen.
- Pre-boot password prompt.
- At work and remote.

Scalability

- Multi-master architecture.
- Load balanced, replicated.
- Deploy across data centers.
- Multi-lingual.

Cost savings

- Reduce problem frequency.
- Divert resolution to self-service.
- Managed invitations to maximize user adoption.
- Quick, low-cost deployment.
- Minimal effort to maintain.

15 Summary

An integrated solution for managing credentials:

- Immediate security benefit: password policy, help desk caller authentication.
- Low deployment cost, minimal ongoing investment, significant IT support savings.
- Always accessible:
 - Web browser on PC, phone or tablet.
 - Windows login prompt.
 - Pre-boot encryption password prompt.
 - Phone call / IVR.
 - Available at work and while off-site.
- 110+ connectors included.

Learn more at Hitachi-ID.com/Password-Manager