



Atmos Energy

Partners Consulting implements critical user access solution for major utility firm leveraging Oracle Identity Manager

Atmos Energy is a large utility company that engages in the distribution, transmission, and storage of natural gas. The company provides natural gas management and marketing services to municipalities, other local gas distribution companies, and industrial customers in the Southeastern and Midwestern states, and offers natural gas transportation and storage services to various third parties.

Partners Consulting Services, Inc. was selected by Atmo's executive team to develop its tactical and long-term Identity and Access Management (IAM) solution. Key strategic projects included the implementation of an IAM system for password management, provisioning, and de-provisioning of the companies directory along with multiple databases.

Problem

Atmos Energy's Sarbanes-Oxley compliance processes were manual and time consuming, creating a management burden for an otherwise efficient IT organization. New employees and contractor system provisioning took two weeks or more to receive credentials, using various scripts and knowledge concentrated in a single resource to properly place users in the Active Directory structure and create mailboxes, as well as grant basic responsibilities within the Oracle E-Business Suite.

Complicating matters, the structure of Active Directory did not conform to the standards required by the Oracle Identity Manager AD Connector, Atmos Energy's chosen solution.

Solution

Partners Consulting leveraged its 5D Methodology™ developed from years of client engagement experience. Using this methodology, Partners Consulting was able to provide expert oversight, monitoring, and reporting on the issues enabling the organization to make decisions that were best for their needs at the appropriate time throughout the project.



Partners Consulting 5D Methodology



Atmos Energy chose Oracle Identity Manager for its system needs with respect to:

- Provisioning and De-provisioning
- Password Self-Service
- Access Certification

Partners Consulting has extensive experience with the Oracle Identity Manager solution.

Summary

Partners Consulting enabled success for Atmos Energy in the following manner:

- Processes were reengineered using best practices for efficient provisioning and account request use cases
- Integrated into several systems including Atmos Energy's Oracle HR system as the authoritative source
- Developed a custom connector to enable seamless integration with a legacy password management system for systems not on-boarded to Oracle Identity Manager
- Developed an enhanced Oracle Identity Manager connector to ActiveDirectory which eliminated the constraints placed on the directory structure by the default connector

