

CUSTOMER SUCCESS STORY:
EL AL

Cleared for takeoff: El Al launches new IT services with integrated CA security solutions.



Customer Profile

Industry: Transportation
Organisation: El Al
Employees: 7,000
Revenue: \$1.93 billion (2007)

Business Impact Summary

Business:

El Al is Israel's national airline. The company carries more than 2 million passengers and 110,000 tonnes of cargo every year to more than 50 destinations.

Challenge:

Following privatisation, El Al needed to roll out a range of new systems and services to meet its strategic goals. Ensuring these new systems are secure is crucial, but with complex manual processes for provisioning user privileges, identity and access management was prohibitively time-consuming. As a result, projects were postponed, placing the company's strategic objectives at risk.

Solution:

El Al uses CA Identity Manager to automate user provisioning and other critical identity-related tasks for thousands of customers and partners. The solution is integrated with CA Top Secret and Microsoft Active Directory to enable centralised identity and access management across both distributed and mainframe environments. Using CA Audit, El Al can track user activity across these environments and consolidate security event data.

Result:

User provisioning is no longer an obstacle to the business, and the risks caused by previously manual processes have been greatly reduced. As a result, El Al has an effective foundation for rolling out new IT systems, which will help the airline achieve its strategic goals and increase customer service levels.



CA Customer Alliance Program



Business

Israel's national airline

Established in 1948 as Israel's national airline, El Al carries more than 2 million passengers to more than 50 destinations every year. The airline also transports 110,000 tonnes of cargo annually and provides a range of services at Israel's Ben-Gurion airport, including security, check-in, aircraft leasing and maintenance services.

El Al was privatised in 2005, which was followed by a major transformation project. The airline developed a strategic plan, 'El Al 2010', with the goal of improving customer services, increasing sales and enhancing profitability.

Challenge

Supporting strategic change

As part of its El Al 2010 strategy, the airline needs to be able to roll out new IT systems and services quickly and securely.

Balancing robust security with organisational change was, however, a significant challenge. As Guy Balzam, Information Security Unit Manager for El Al, explains, "We needed to implement various new systems and services to meet our strategic goals, but our manual approach to managing user accounts threatened rollout schedules."

As a result of these manual processes, the airline's system administrators found it hard to keep up with requests for changes to user accounts, meaning that staff often did not have the privileges they needed to access key systems and projects suffered delays.

The ability to roll out systems and provision new users quickly is particularly important for El Al given the nature of the aviation industry. El Al has a constantly evolving employee base, a large percent of whom are not office-based.

"All our employees, from flight attendants to engineers, need to be able to access our IT systems for communication and to access our welfare services," Balzam comments. "As many of these members of staff are not located in a traditional office environment, we need to be able to provide online systems that can be accessed remotely."

Ensuring secure systems access for staff and partners

Ensuring that these and other systems remain secure is crucial; unauthorised access could not only lead to identity theft and fraud, but could also result in business downtime. This would be disastrous for staff productivity and could potentially impact El Al's profitability and flight schedules.

"We needed to implement various new systems and services as part of the 2010 plan, but our manual approach to managing user accounts threatened rollout schedules."

Guy Balzam

Information Security Unit Manager,
El Al

To prevent such unauthorised access, El Al's employees and partners are assigned individual user accounts and privileges. Users wishing to access data and applications held on El Al's mainframe environment must first be authenticated by CA Top Secret, while access to the airline's distributed systems is governed via Microsoft Active Directory.

Provisioning and managing user accounts for these two environments was time-consuming involving both manual processes and complex workflows.

Solution

Centralised and automated management of user accounts

To simplify identity and access management, El Al implemented CA Audit in 2003 and CA Admin in 2004. With assistance from CA Services and Israeli CA partner Datanin.com, the airline migrated from CA Admin to CA Identity Manager in 2008.

"CA Services helped to configure CA Identity Manager to ensure it would meet our specific requirements," comments Balzam. "We also integrated the CA solution with our human resources (HR) system."

CA Identity Manager is used both by the IT team and business units to create, manage and delete user accounts and rights for thousands of individuals, including both staff and partners.

The solution is integrated with CA Top Secret and Active Directory to enable centralised identity and access management across both El Al's distributed and mainframe environments.

"When an employee record is updated or created in the human resources system, the changes are automatically passed to CA Identity Manager."

Guy Balzam

Information Security Unit Manager,
El Al

Capturing user changes and activity

The integration with El Al's HR systems has enabled the airline to keep its user identities in sync with any employee changes. As Balzam explains, "When an employee record is updated or created in the HR system, the changes are automatically passed to CA Identity Manager's workflow engine, where inbuilt policies dictate which systems the user can access based on their role."

Using CA Identity Manager, El Al is able to automate 80 percent of the permissions granted via Active Directory and 55 percent of those managed via CA Top Secret.

Using CA Audit, El Al is able to track when these permissions are used by individuals to access specific systems. As well as providing an audit trail of user activity, the CA solution also aids problem and security management on a wider scale.

"CA Audit helps reduce risk by capturing and consolidating event data from all our security tools in a consistent format," comments Balzam. "This enables us to provide a more rapid and targeted response to any possible security breaches."

“CA’s security solutions have enabled us to increase efficiency and reduce the deployment time for new systems and services.”

Guy Balzam

Information Security Unit Manager,
EI AI

Results

Deploying new services and systems to meet strategic goals

EI AI now has an effective foundation for identity and access management that supports the rapid delivery of new strategic IT services and systems. For example, EI AI has been able to roll out an automated system that enables staff to book flights online.

This project has vastly reduced demand on the airline’s call centre, thereby reducing costs and freeing up call centre staff to spend more time responding to customer queries.

This is just one way in which the CA solutions have enabled EI AI to meet its strategic goals. By simplifying security management, EI AI has also been able to:

- Safeguard the privacy of customer data
- Improve customer service levels and satisfaction
- Minimise the risk of business downtime.

Balzam concludes, “CA’s security solutions have enabled us to increase efficiency and reduce the deployment time for new systems and services. This will help us to improve customer satisfaction, sales and profitability in line with our 2010 strategic plan.”

To learn more and see how CA software solutions enable other organizations to unify and simplify IT management for better business results, visit ca.com/success.