

SAILPOINT TECHNOLOGIES: REVOLUTIONIZE IDENTITY SECURITY

Case Study

With SoftServe and AWS



softserve

OVERVIEW

SailPoint, a leader in identity security for the modern enterprise, harnesses artificial intelligence (AI) and machine learning (ML) to automate access management and control. With more than 1,000 employees and operations throughout the United States and United Kingdom, SailPoint delivers sophisticated identity solutions that seamlessly integrate with existing systems and cater to the scale and needs of complex enterprises.

Despite the organization's advanced capabilities, SailPoint faced significant challenges in showing the versatility and integration capabilities of its products due to limitations in its demo platform.

CHALLENGES

SailPoint's ambition to provide bespoke demos that highlight the organization's product integrations with third-party tools like Active Directory, CyberArk, and SAP was hindered by its outdated platform. The platform was costly and difficult to manage and extend and significantly limited SailPoint's ability to experiment and integrate with potential third-party products. This limitation increased its go-to-market time and affected the business's ability to efficiently meet demand.

PLANNING

Recognizing these challenges, SailPoint worked with SoftServe, one of its long-term IT partners, to achieve several specific goals through this collaboration, including:



Design and develop a user-friendly user interface (UI) for demo environment requests.



Migrate existing environment component images to AWS.



Refactor the minimum viable product (MVP) to support a wider range of demo environments.



Implement a flexible automation framework.



Prioritize agility, best development practices, and adherence to the AWS Well-Architected Framework.

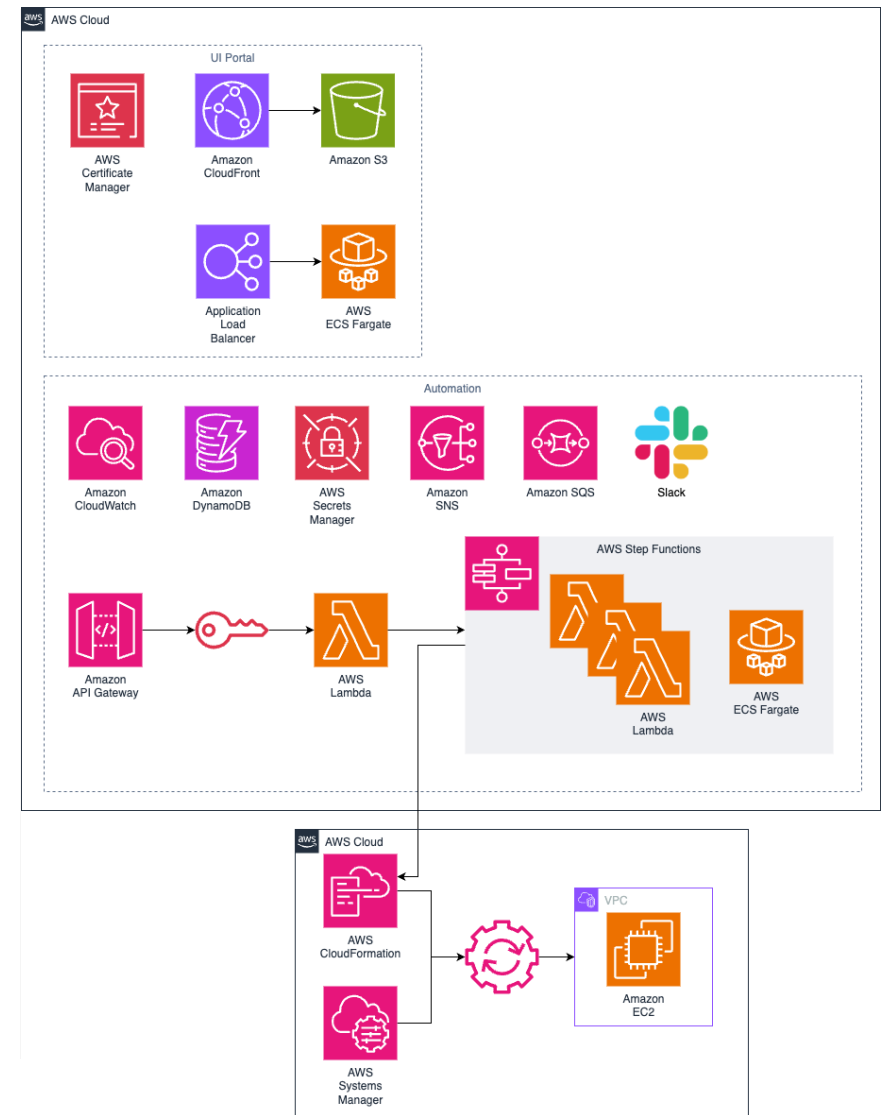
PROJECT

SoftServe proposed a comprehensive solution to meet all SailPoint's requirements. The project involved the following:

- 1 Development of a UI frontend using AWS S3 for static website hosting, with NodeJS, and secured by AWS ECS Fargate running Docker containers.
- 2 Integration of authentication via Active Directory through AWS Cognito.
- 3 Use of AWS Step Functions supported by AWS Lambda for complex environment creation to orchestrate tasks with the capability to restart from any point in case of failure.
- 4 Application of AWS CloudFormation templates for infrastructure components and integration of a Slack notification system for progress updates.

This collaborative effort was marked by SoftServe's unique approach to problem-solving, particularly the technology partner's use of the "WaitForTaskToken" feature in AWS Step Functions to enable task restarts, which enhances troubleshooting efficiency and environment delivery speed.

Solutions architecture diagram of tech stack used during the project.



RESULTS

The partnership between SailPoint, SoftServe, and AWS led to transformative outcomes. They include:



A significant reduction in costs and turnaround time for demo environment setup, from two to four weeks to two to three hours.



An enhanced user experience with a more accessible and visible web UI portal.



An increased demo catalog from four to 15 tenant types, with new tenant types and function onboarding reduced from months to less than one week on its multi-tenant SaaS platform.



An overall annual savings of 40% on the cost of demo environments.

CONCLUSION

The collaboration between SailPoint, SoftServe, and AWS marks a successful endeavor to overcome operational challenges through innovative technology solutions. SailPoint's collaboration with SoftServe highlights the importance of strategic approaches adopted to address specific business needs and underscores the significance of choosing the right partner to achieve technological advancement and cost efficiency. For enterprises that face similar challenges, SailPoint's experience is a testament to the benefits of embracing innovative solutions and trusted partnerships to drive business growth and efficiency.

For more information about how SoftServe will transform your business challenges into success stories, let's talk.

LET'S TALK

About SoftServe

SoftServe is a premier IT consulting and digital services provider. We expand the horizon of new technologies to solve today's complex business challenges and achieve meaningful outcomes for our clients. Our boundless curiosity drives us to explore and reimagine the art of the possible. Clients confidently rely on SoftServe to architect and execute mature and innovative capabilities, such as digital engineering, data and analytics, cloud, and AI/ML.

Our global reputation is gained from more than 30 years of experience delivering superior digital solutions at exceptional speed by top-tier engineering talent to enterprise industries, including high tech, financial services, healthcare, life sciences, retail, energy, and manufacturing.

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