



# Transforming Operations:

How a Hospitality Leader Streamlined  
Security with Okta OIE & Office 365

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# Optimizing Identity Management and Automation

## Case Study

A global leader in the hospitality industry, known for offering a range of accommodations to business travelers, families, and vacationers, was facing significant challenges in managing its identity and access systems.

As the company expanded, they encountered pain points in inefficient workflows, Office 365 SSO provisioning, and the need to manage different security levels for varied user types across the same platform. Additionally, the organization had an overwhelming number of users in Active Directory, leading to administrative complexity.

## THE CHALLENGE



The company faced several challenges, including inefficient workflows and manual processes, complex Office 365 SSO provisioning for diverse user types, and the need to migrate to the Okta Identity Engine (OIE). Additionally, they required tailored security levels to accommodate different user groups, all while grappling with an overcrowded Active Directory burdened by an excessive number of users.

## THE APPROACH



The solution involved consolidating Okta's functionality while expanding automation workflows. Office 365 was deployed by domain, and user provisioning was streamlined with Okta. Application sign-on policies were remodeled to support various user types with different security rules and application levels. The company also transitioned away from using Active Directory for certain user types, with Okta becoming the master for identity management.

## KEY ARCHITECTURAL IMPROVEMENTS IMPLEMENTED



1

### Consolidation of Okta Workflows

Expanded and optimized Okta workflows to automate previously manual processes, streamlining user provisioning and access management.

2

### Office 365 Domain Provisioning

Deployed Office 365 by domains, with two out of three domains provisioned through Okta, ensuring seamless authentication and integration.

3

### Migration to Okta Identity Engine (OIE)

Successfully upgraded to Okta OIE, introducing enhanced authentication rules that support varied user types with different levels of security.

4

### Application Sign-On Policy Remodeling

Remodeled sign-on policies to accommodate multiple user types, each with tailored security and access rules based on their roles and requirements.

5

### Active Directory Simplification

Reduced the burden on Active Directory by moving certain user types to Okta as the master identity provider, streamlining user management and reducing complexity.





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### AGENCY OVERVIEW & USER BASE



A global leader in hospitality, the company serves a diverse clientele, including business travelers, families, and vacationers. Renowned for its personalized services and extensive range of amenities, it offers tailored accommodations that cater to various budgets and preferences. With a steadfast focus on enhancing customer satisfaction and operational efficiency, the company continually invests in advanced digital transformation initiatives to stay ahead in the competitive market. Boasting a vast property portfolio spanning multiple regions, it delivers exceptional experiences to an estimated 50,000 to 200,000+ guests monthly, solidifying its reputation as a trusted name in the industry.

### MAIN CLIENT CHALLENGE



The main client challenge for the global leader in the hospitality industry was the complexity of managing identity and access for a diverse range of user types, including employees, contractors, and partners, across various locations. This included inefficient workflows, manual processes, and the need for customized security levels to meet the unique requirements of each user group. Furthermore, the company faced hurdles in provisioning Office 365 via SSO, migrating seamlessly to Okta Identity Engine (OIE), and managing an overcrowded Active Directory with excessive and outdated user accounts, leading to administrative inefficiencies and heightened security vulnerabilities.

### THE RESULTS



The company successfully transformed its identity management infrastructure by migrating to the advanced Okta Identity Engine (OIE). This strategic upgrade addressed critical challenges related to security, operational inefficiencies, and user experience.

By automating previously manual processes and integrating robust authentication protocols, the organization significantly enhanced its security posture while improving efficiency and streamlining workflows for its diverse user base.

These efforts not only strengthened operational resilience but also provided tailored solutions to meet the unique needs of various user groups, ensuring a seamless and secure digital experience.

#### Key Outcomes:

- 1 Two out of three Office 365 domains provisioned through Okta.
- 2 Full Office 365 authentication integrated with Okta.
- 3 Tailored security rules implemented for different user types.
- 4 Increased automation of manual tasks, leading to more efficient operations.



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### THE CUSTOMER

A multinational hospitality leader, the client excels in delivering tailored experiences for business travelers, families, and vacationers. With a focus on customer-centric services, they offer diverse accommodations and amenities across a global network, ensuring high standards of hospitality.

To enhance operational efficiency and security, the company addressed challenges in managing complex identity and access systems for employees, contractors, and partners. By adopting Okta Identity Engine (OIE) and automating manual workflows, they modernized their systems, improving productivity, user experience, and security for internal stakeholders and guests alike.

### ACTIVE CYBER

Active Cyber is a strategic global boutique specializing in comprehensive cloud-based solutions that cater to the unique needs of dynamic organizations.

We prioritize regulatory adherence, growth adaptability, and process optimization, equipping clients to excel in an ever-changing digital environment.

We specialize in critical business domains—Identity & Access Management, Cybersecurity, Service Management, and Advanced Analytics with AI.

Through strategic partnerships with industry-leading technology providers, we deliver innovative solutions that enhance security, equipping organizations with the tools to adapt- enabling organizations to stay secure, agile, and data-driven.

### CONCLUSION

By implementing Okta Identity Engine (OIE) and automating workflows, the hospitality leader streamlined identity management, reduced administrative tasks, and enhanced security for its diverse workforce. These upgrades allowed the company to focus on delivering exceptional services to guests while ensuring seamless and secure operations, reinforcing its position as a global industry leader.



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