Revolutionizing a Military Supply Agency's Identity Management:

Enhancing Security, Compliance, and Productivity with Okta and Zero Trust Principles

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Revolutionizing a Military Supply Agency's Identity Management

Case Study

The Military Supply Agency overcame significant identity and access management challenges, including fragmented identity sources, lack of MFA for external users, and no centralized system. Partnering with Okta, they implemented a centralized identity solution with SSO, MFA, and a custom REST connector, integrating over 300 applications.

Adopting a Zero Trust, FedRAMP-approved architecture enhanced security, streamlined compliance, and improved productivity across their global operations.

THE CHALLENGE ⌄

The Military Supply Agency struggled with decentralized identity systems, inefficient processes, and security gaps, including the absence of multi-factor authentication (MFA) for external users. These challenges led to compliance risks, exposure to cyber threats, and barriers in managing secure access to critical systems, ultimately affecting productivity and the smooth distribution of essential supplies.

THE APPROACH ⌄

The Military Supply Agency partnered with Okta to implement SSO, MFA, and a Zero Trust architecture, streamlining identity management, enhancing security, and boosting productivity through efficient application onboarding and lifecycle management.

KEY ARCHITECTURAL IMPROVEMENTS IMPLEMENTED ⌄

1 **Centralized Identity Source**

A unified identity system was implemented for both internal and external users, eliminating multiple identity silos and reducing login complexities.

2 **Global Multi-Factor Authentication (MFA)**

MFA was deployed across all enterprise applications for both Common Access Card (CAC)/Personal Identity Verification (PIV) and username/password users, significantly enhancing security.

3 **Zero Trust Architecture**

The agency adopted a Zero Trust model, rebuilding its identity and access management infrastructure from the ground up to prioritize security and eliminate implicit trust within the network.

4 **Custom REST Connector for Automation**

A custom REST connector was developed to enable seamless provisioning and lifecycle management between the agency's systems and Okta, streamlining user access and improving operational efficiency.

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AGENCY OVERVIEW & MODERNIZED OPERATIONS ⌄

The Military Supply Agency, one of the largest logistics and supply management organizations supporting the U.S. military worldwide, plays a critical role in ensuring the seamless distribution of vital resources like food, clothing, fuel, and repair parts. Its operations span diverse sectors, requiring precision, reliability, and robust infrastructure to meet the needs of both domestic and international military missions.

Following a comprehensive identity management overhaul, the agency now supports over 100,000 internal and external users through an integrated system that spans 300+ applications. This modernization effort significantly enhanced security protocols, streamlined access management, and ensured compliance with strict regulatory standards. The transformation not only bolstered operational efficiency but also reduced administrative burdens, enabling the agency to focus on its core mission of delivering critical supplies to military personnel worldwide.

By adopting cutting-edge technologies and a Zero Trust architecture, the agency has positioned itself as a future-ready organization, capable of adapting to evolving demands and emerging security challenges while maintaining its commitment to operational excellence.

MAIN CLIENT CHALLENGE ⌄

The Military Supply Agency struggled with fragmented identity management systems, including multiple identity sources and a lack of centralized control, which resulted in inefficiencies, user frustrations, and security vulnerabilities. Without multi-factor authentication (MFA) for external users and a unified login experience, the agency faced increased risks to security and compliance, making it difficult to effectively manage access to critical systems, safeguard sensitive data, and meet stringent regulatory requirements. These challenges not only hindered operational efficiency but also posed significant risks to the smooth and secure distribution of essential supplies worldwide.

THE RESULTS ⌄

The Military Supply Agency successfully overhauled its identity management system, creating a centralized framework that significantly enhanced security, compliance, and efficiency across its global operations. Supporting over 100,000 users, the new system streamlined access to critical resources and improved workforce productivity by integrating with 300+ applications. This transformation has reinforced the agency's ability to deliver essential supplies securely and effectively worldwide.

- Centralized identity source for both internal and external users.

- Implemented global MFA for all user types, enhancing security.

- Achieved FedRAMP-approved identity solution for compliance.

- Improved productivity with more efficient application onboarding and access management.

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THE CUSTOMER ⌄

The Military Supply Agency is a cornerstone of U.S. military logistics, overseeing the global distribution of critical supplies such as food, fuel, and repair parts, alongside essential document services. Serving over 100,000 users across 300+ applications, the agency ensures the operational readiness of military personnel and facilities worldwide.

To address inefficiencies and security vulnerabilities, the agency modernized its identity management system, centralizing access control, implementing multi-factor authentication, and achieving compliance with stringent security standards. These improvements streamlined operations, enhanced productivity, and strengthened its ability to support military missions effectively while preparing for future growth.

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 partnering with Okta, the Military Supply Agency successfully transformed its identity and access management infrastructure, addressing critical challenges such as fragmented identity sources, lack of MFA, and compliance gaps. The implementation of a centralized identity solution, Zero Trust architecture, and streamlined processes resulted in improved security, enhanced productivity, and seamless access management for over 100,000 users across 300+ applications. This transformation not only strengthened the agency's operational efficiency but also ensured the security and compliance necessary to support its critical mission in supplying the U.S. military worldwide.

For more information on how Active Cyber can help your business, visit www.activecyber.com or contact us at info@activecyber.com.