

Optimized HR Outsourcing with Federation

Case Study: Fifth Third Bank

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About Fifth Third Bank

- Headquarters: Cincinnati, Ohio
- \$96 billion in net assets; No. 10 bank in the United States
- Approximately 20,000 employees
- Line-of-business structure:
 - Retail
 - Investment advisors
 - Wholesale
 - FTPS

Business and Technical Challenges

- Outsourcing HR systems and some HR personnel
- B2B, B2C IT environments moving from: Microsoft to J2EE
- Provide self-service environment for employees; improve access to information
- Direction from leadership team for application to be first “single sign-on” application
- Implement infrastructure to pass authentication credentials to outsourced vendor

Implementation Goals

- Self-service HR portal to drive bottom-line savings with respect to:
 - Systems management
 - HR employees
- Create an infrastructure that allows consistent, repeatable processes for authentication and authorization that follows industry standards
- Self-service model to increase service levels

Alternatives Considered

- Build proprietary solution
 - Specifically tailored for our needs
 - High TCO, software maintenance and head count
- Buy
 - Quicker timeline
 - Follows industry standards
 - Out-of-the-box solution

Approach

- Gathered requirements
 - B2B
 - B2C
 - B2E
 - Employees, customers and business partners sign on once and access what they need to do their jobs
- Issued RFP to a small number of product vendors
- Narrowed field to three; conducted proof of concept
- Political, organizational and technical challenges
- Presented to IT Architecture Council
- Selected product — RSA ClearTrust

Results

- Project Timeline:
 - August 2003: began diligence
 - December 2003: selected vendor
 - January 2004: conducted proof of concept
 - February-March 2004: tested product
 - April 2004: production implementation
- Five FTEs dedicated to implementation
- SAML is relatively new, and several implementations assume mature Web access management solutions are in place in all environments
- SAML Framework is solid, framework will be of tremendous value when implemented more broadly

Results

- Cross-company authentication works well; HR applications are the first of many applications to come
- ROI — 100 to 1,000 hours saved in application development; quicker time to market
- Consistent protection across all applications
- Auditors are happier

Recommendations

- Get executive sponsorship
- Sell business solution, not technology
- Ensure that the message is clear
- Solicit representation from all groups to be impacted
- Get quick hits, show success
- Under-promise, over-deliver
- Be persistent
- Realize that deployment is easy; politics and money can get in the way