

## Managing External User Identities and Access to SharePoint Portals

### The Situation

For many organizations, Microsoft SharePoint's built-in external user management functions can no longer handle the increased volume of external users accessing your SharePoint portals and extranets. Your administration and customer support/service costs are increasing and the user experience is suffering as more customers and partners are accessing your portals.

### The Challenges

- Optimizing the management of your external SharePoint users to reduce the burden on your staff and control growing service desk costs
- Decreasing the risk to your organization from orphaned accounts and overlooked permission inheritance in SharePoint and Active Directory (AD)
- Simplifying an audit process for external users, which is time consuming and difficult
- Improving the user experience by making it easier for your external users to access the portals, applications and services they need with their own identities
- Extending your online services, which are essential to your organization's business goals and success

### The Solution

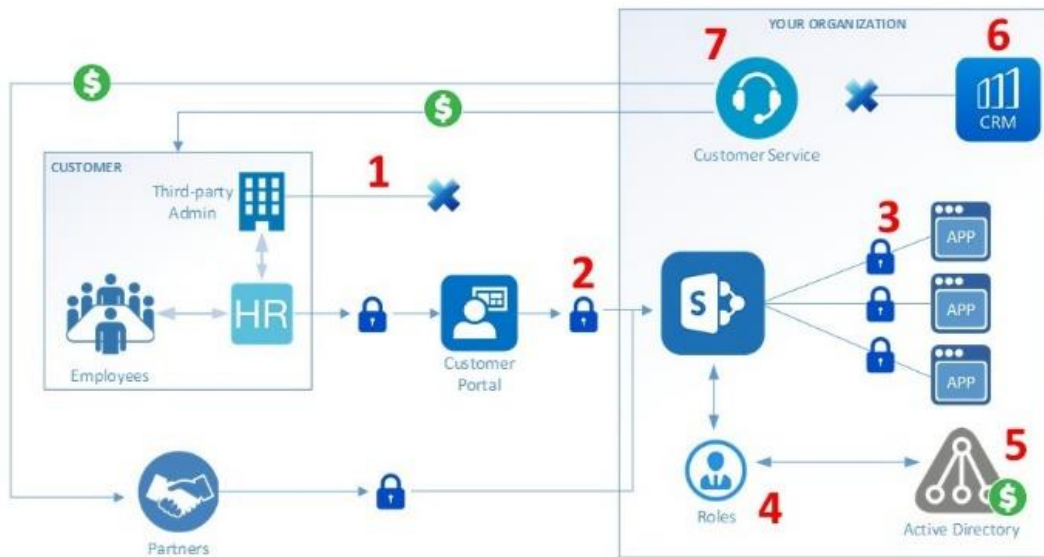
GlobalSign's comprehensive and robust suite of Identity and Access Management solutions that integrates seamlessly with SharePoint and separates your internal users from external users – providing self-service workflows, single sign-on, federated log in, strong authentication, bring your own identity and the scalability you want to meet your needs now and in the future.

### SharePoint: From Internal Collaboration to Powerful External Portal Platform

Originally designed as an internal enterprise collaboration framework combining Intranet portals, document and file management, search, and business intelligence capabilities, Microsoft SharePoint is now one of the most widely used extranet portal platforms. As organizations extend their enterprise to offer services and applications to their customers and partners with SharePoint portals, they quickly begin to face major challenges in managing external user identities and what these users can access.

## The External User Dilemma

Many organizations are now struggling with external user management because SharePoint's built-in management functionalities cannot scale to support the large volume of external users and their ever-changing customers. Here is where SharePoint falls short in its ability to manage external user identities and access:



1. Support for delegated management for external users is not supported as it is not possible for a third party to manage their own identities.
2. Different levels of assurance may be required. The external user is unable to use their own enterprise ID to log into the SharePoint portal and strong authentication is not natively supported.
3. Additional authentication is required to access applications once the user logs into the SharePoint portal. Single Sign-On may be difficult to implement.
4. Role management is impractical when using SharePoint and AD. It is difficult to match business roles to SharePoint roles.
5. When AD is used to manage both internal and external user identities as well as role management, it becomes time consuming and expensive especially with larger user populations and multiple sites.
6. You are unable to utilize your CRM system to invite your users or manage any part of your customers' identities.
7. In many cases, your site administrator or customer service must manually handle all invitations and user management. This is expensive and time consuming for your organization and creates inconvenience for the customer.



## GlobalSign's Full Suite of IAM Solutions for SharePoint

GlobalSign's comprehensive suite of IAM solutions for customer-facing applications enables organizations to bring new SharePoint portal services online faster and more securely. With GlobalSign IAM solutions, organizations can cut administrative and customer care costs by automating identity processes, improve convenience with verified social identities and provide strong, multi-factor authentication for business-critical transactions. This makes it more efficient to register external users, offer self-service identity management and multiple levels of authorization to provide secure access to your SharePoint portals, applications and services

Here are the components of the solution and some highlighted functions of each:

- **GlobalSign SSO™** complements your SharePoint installation with a wealth of authentication options ranging from social login to multi-factor and out-of-band methods. The GlobalSign SSO centralized policy engine enables you to quickly adapt to new situations, and makes it extremely easy to integrate multiple authentication options for your SharePoint sites. It will provide the correct user information across all connected sites in a format that SharePoint understands. GlobalSign SSO will also facilitate seamless access between different extranet technology platforms, in addition to SharePoint.
- **GlobalSign CustomerID™** is an ideal choice for managing external users for your organization's SharePoint portals and other customer-facing service platforms. The self-service workflows are easy to use, and your customers can quickly create new identities, invite new users within their organizations, and properly authorize their own employees to access your portals and services. GlobalSign CustomerID enables a complete view of all users who are authorized to access your resources through a convenient web interface. Knowing your customers and external users will help your marketing and sales efforts, and GlobalSign CustomerID makes it easy to audit the user database.

Additionally, integrating GlobalSign CustomerID to your CRM system ties the identity life-cycle to the customer's contract. It also makes it easy to invite external users to your portals and services directly from the CRM interface. If the contract with a customer should end, all access privileges can be automatically revoked.

- **GlobalSign Trust™** can federate identities between separate domains, and allows your external users to use their own identities when accessing your e-Services and SharePoint resources eliminating the need to register a Microsoft account. Trust offers the option to link different identities together through user driven federation, extending the authentication options to include verified social identities. With GlobalSign Trust you can also offer your customers the ability to Single Sign-On from their own corporate networks to your customer-facing services, including your extended SharePoint sites.
- **GlobalSign Confirm™** ensures that proper authentication takes place when external users are accessing confidential resources. If you share sensitive material through your SharePoint portals, GlobalSign Confirm can be used to perform step-up authentication before the external user can access the resource. If your site enables your external users to perform transactions, GlobalSign Confirm can be used to secure these transactions with strong identity assurance methods.

## GlobalSign Makes IAM Easy

To implement an IAM solution rapidly for SharePoint applications, GlobalSign offers GlobalSign IAM-Easy™, a pre-configured deployment model, based on best practice use cases of its complete IAM solution. It is available for on-premise and private cloud deployments, and can be delivered within a short time (in as little as 4 weeks) and with a fixed cost, yet is fully customizable and scalable to meet future needs. With GlobalSign IAM-Easy, you can quickly realize new revenue models from your SharePoint portals, decrease customer service costs and create more positive end-user experiences, in a fraction of the time of other IAM solutions.

Benefits of using GlobalSign IAM Solutions with your SharePoint:

- Increase customer satisfaction and improve the usability through self-service functions, the ability to BYOID (Bring Your Own ID), and single sign-on even from non-Office 365 applications
- Realize cost savings through tiered delegated administration as external administrative users within an organization can properly authorize their own employees
- Gain flexibility as your SharePoint administrator or site owner does not have to manage external users anymore, instead invitations can be easily sent from your organization and identities can be managed by the external organizations and users themselves
- Improve security through proper authentication and removal of access privileges in a timely manner, and proper tools to review all users associated with the extended SharePoint site
- Achieve sales and marketing efficiency using accurate external user data
- Scale your external services easily with additional sites, authentication methods, and workflows for thousands to millions of new users
- Deploy an IAM solution rapidly with GlobalSign IAM-Easy

## Conclusion

By providing identity self-service, external users now manage their own identities and information which reduces the burden on support staff to keep information and credentials updated. With single sign-on and social login, you can deliver an improved user experience making it easier for your external users to access your services. And, when everything becomes easier, you can roll out additional services faster and more smoothly and begin to realize new revenue streams – leveraging your IAM solution as it scales to meet your rapidly changing needs.

## For more Information

To learn more about our IAM products, case studies and white papers, please visit: [www.globalsign.com](http://www.globalsign.com)

## About GlobalSign

GlobalSign, founded in 1996, is a provider of identity services for the Internet of Everything (IoE), mediating trust to enable safe commerce, communications, content delivery and community interactions for billions of online transactions occurring around the world at every moment. Its identity and access management portfolio includes access control, single sign-on (SSO), federation and delegation services to help organizations and service providers create new business models for customer and partner interactions. GlobalSign's digital certificate solutions allow its thousands of authenticated customers to conduct SSL secured transactions, data transfer, distribution of tamperproof code, and protection of online identities for secure email and access control.

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