

COMPANY PROFILE

Courion is the Enterprise Provisioning and Access Compliance Expert for results-driven organizations. Built on market-proven technology, Courion's software solutions streamline operations and automate business processes to simultaneously achieve cost, security and service quality results. Courion's innovative approach eliminates the complexity and barriers to provisioning and compliance adoption, resulting in an unparalleled track record of customer success. Courion offers an integrated suite of solutions for user provisioning, role lifecycle management, enterprise single sign-on, audit compliance and password management.

COURION SOLUTIONS

Courion Enterprise Provisioning Suite™

The Courion Enterprise Provisioning Suite™ solution is a set of integrated products that can be implemented together or independently to drive operational efficiency, optimize user productivity, strengthen security, and ensure efficiency in achieving policy compliance. Utilizing common connection services to leverage an enterprise's existing infrastructure such as identity stores, corporate policies, audit logs and service desk systems, the Suite enables faster time to value. Additionally, the Suite automates access control across the end user lifecycle, beginning with the initial onboarding and creation of credentials, roles and accounts, and continuing through the ongoing change, verification or termination of access rights.

AccountCourier® user provisioning solution

Courion's provisioning solution enables enterprises to completely automate new hire, termination, promotion, and transfer processes. With its flexible workflow engine and ability to connect to multiple authoritative identity stores, AccountCourier provides a common access management environment for both IT accounts and physical assets.

PasswordCourier® password provisioning solution

Courion's automated password management solution enforces consistently strong password policies and enables users to instantly reset and synchronize their own passwords on enterprise systems, applications, and Web portals through multiple self-service entry points. Access options include Web, DIRECT! login, voice authentication, IVR, and support staff.

ComplianceCourier® policy verification solution

Courion's compliance and policy management solution provides the framework for organizations to automate access verification and to administer self-service policy awareness training and testing. It also provides the ability to demonstrate policy enforcement, while extending the responsibility and accountability for compliance to the most appropriate resources.

ProfileCourier® profile management solution

Courion's self-service user profile management utility enables users to privately and securely register and maintain personal data, including challenge response questions and answers, within existing corporate directories and security databases.

RoleCourier® role management solution

Courion's role lifecycle management solution enables organizations to automate role creation and ongoing role management. RoleCourier creates a foundation for robust long-term role lifecycle management that flexibly adapts to the constant changes in today's business environment.

CertificateCourier® certificate management solution

Courion's automated digital certificate provisioning solution works with a company's existing Public Key Infrastructure (PKI) to provide self-service certificate registration and recovery.

DIFFERENTIATORS

Courion prides itself on the following differentiators that deliver business value to customers:

- Courion is 100% focused on provisioning; therefore our depth of expertise exceeds that of any other solution provider in the market.
- We have a proven history of successful deployments in numerous industries including healthcare, financial services, manufacturing, government and more. Our provisioning approach yields both immediate and long-term business value, including the lowest services-to-license ratio and overall TCO.
- Courion's modular software architecture provides the ability to leverage existing infrastructure and data stores, with no dependencies or prerequisites. Our ability to operate in a heterogeneous environment and the point-and-click, query-based approach requires less IT intervention than other solutions.
- Courion's intuitive tools for advanced workflow, role and compliance functionality combines best alignment of your business process and require less customization.

BENEFITS

Achieve Lasting Business Value

- Accelerate progress by focusing on immediate pain points
- Easily adapt to your organization's business processes using an extensible, building block approach
- Recognize immediate business results through a focused services methodology that adapts to your priorities
- Do it all with low-risk because there are fewer prerequisites and interdependencies

Reduce Costs

- Eliminate the most common support and security requests by offering automated solutions to employees, business partners, and customers
- Enable information security and support staffs to reallocate resources to more critical activities
- Scale for growth and address complex user management problems without adding headcount
- Minimize auditing costs

Enhance Security

- Create and enforce stronger authentication policies
- Instantly revoke access to IT resources from ex-employees or business partners
- Eliminate orphaned accounts that leave "back doors" open to potential intruders
- Ensure complete, consistent audit trails

Demonstrate Audit and Regulatory Compliance

- Distribute responsibility for IT audit and regulatory compliance to most appropriate resources
- Automate access verification – the act of confirming that end users have the minimum necessary access to resources to perform their jobs – and eliminate misplaced liability within today's organizations
- Administer self-service policy awareness training and testing and demonstrate policy enforcement

Improve Service and Productivity

- Grant authorized employees and partners faster access to revenue-generating systems and applications
- Provide a common provisioning platform for all resources required by users to be productive – including IT accounts, physical assets, business services, and asset contracts
- Exceed Service Level Agreements (SLAs)
- Avoid user downtime due to forgotten passwords or insufficient access

CORPORATE HISTORY

Courion was founded in 1996 and introduced PasswordCourier®, the industry's first self-service password reset and password synchronization solution. Courion has continued to deliver industry "firsts" such as RoleCourier®, the first role lifecycle management solution, ComplianceCourier™, the first compliance solution to offer access verification/attestation, and AccountCourier®, the first provisioning solution to integrate with asset management systems to automate the provisioning of physical assets. Today, Courion's expertise in provisioning and technology innovation enable IT to focus on simplifying the complexities of provisioning to deliver results – now.

Whether an employee is accessing corporate IT systems, or a business partner is accessing a Web portal, their access is almost always controlled by accounts, roles, passwords, profiles, and digital certificates, which together make up their digital identity. As companies evolve leveraging technology to keep pace in today's lightening-fast business environment, managing the digital identity lifecycle for an ever-increasing number of users is requiring unacceptable tradeoffs such as:

- Relaxing access and authentication requirements to ensure availability of IT resources and maintain service levels, leaving data vulnerable to attack.
- Hiring additional help desk analysts and IT administrators to handle the increased workload, increasing bottom line costs.
- Reducing employee, partner, and customer service levels and impact top line revenue to ensure data security and keep costs down.

The opportunity for software solutions that eliminate the need to make these trade-offs is vast. According to IDC, the market for identity and access management (IAM) products will grow to almost \$4 billion by 2009.

CUSTOMERS

Courion's growing customer base includes some of the world's largest and most technically advanced companies, representing a wide range of industries. Courion has more than 6 million users and 330 customers worldwide.

Courion's customers include industry leaders such as:

- The Boeing Company
- Children's Hospital Boston
- Cox Communications
- Metropolitan Water District
- Office Depot
- SunTrust Banks
- Verizon Wireless

and government institutions such as:

- The U.S. Internal Revenue Service
- U.S. Census Bureau.