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Client Success Story

Identity Modernization journey at a large, private university in California

Client

A large private R1 research university in California with approximately 46,000 students, 4,500 full-time faculty and 20,000 staff.

Issue

Driven by the need for a modernized system and presence of several challenges, such as those described below, the university started on its Identity Transformation Journey.

- Account creation and termination events routinely took more than 48 hours to complete, leading to operational inefficiencies and security challenges.
- The university relied on multiple legacy solutions, each managed by different teams, to provide access to various endpoints, resulting in a highly customized and complex Identity and Access Management (IAM) environment.
- The lack of password synchronization across enterprise applications and the universities' Active Directory (AD) led to a subpar user experience for students and staff.
- There were no enterprise-wide privileged access controls or standards, and no inventory of privileged accounts and assets existed, making it difficult to safeguard access to high-risk accounts.
- The open-source Single Sign-On (SSO) solution used by the university lacked vendor support for the latest patches and functionality updates and did not provide modern access management capabilities such as risk-based authentication.
- The university required enhanced monitoring and reporting capabilities to meet audit and compliance requirements.

Approach

Deloitte collaborated with the university to modernize and operate a unified IAM program for over 400,000 users. The scope included implementing a hosted IGA platform, next-generation access management, and privileged access controls to enhance security, streamline operations, and support compliance across the university's decentralized IT landscape.

Identity and Access Governance

As part of the program Deloitte implemented Digital Identity platform resulting in automated identity lifecycle management and driving 95% improvement in user account management SLAs. The program strengthened access governance and compliance, and improved security through periodic access reviews, emergency access termination, and orphan account monitoring. We also onboarded major enterprise applications to streamline and automate account provisioning, de-provisioning processes, enabled faster future integrations through an onboarding factory, and enhanced authentication with password sync, SSO, and PAM. Ongoing operations supported approximately 350,000 identities.

Next Generation Access Management

Deloitte supported the selection and implementation of a modern SSO solution by leading vendor evaluation activities and deploying a ForgeRock-based platform, including ForgeRock Access Manager, on a managed cloud environment. The program strengthened security by enabling coexistence with the legacy Shibboleth environment, integrating Duo for multi-factor authentication, and adding breached password detection at login. The program also established scalable application onboarding and migration patterns using SAML and OAuth/OIDC, while providing managed support for the NextGen cloud infrastructure.

Privileged Access Management

The program deployed an enterprise CyberArk-based privileged access management capability, with on-premises infrastructure and AWS disaster recovery capabilities. It reduced credential risk through policy standards, credential vaulting and rotation, custom automation, and broad platform onboarding across Windows, Unix, databases, and other critical systems. Security was further strengthened through passwordless access, session monitoring, and integration with SSO, two-factor authentication, BigFix, and SailPoint IIQ for governance.

Impact

Deloitte's commitment to the university's IAM transformation journey resulted in significant advancements across strategy, operations, security, compliance, and user experience.

Strategic Advisory and Solution Delivery:

- Advised on industry trends to help prioritize the university's multiyear IAM roadmap.
- Assisted with product selection and procurement for an advanced authentication platform.
- Enabled a sustainable and scalable operating model by leveraging cloud technology.

Operational Efficiency and Cost Management:

- Reduced operational costs and provided predictable cost of ownership through Deloitte's Managed Services and agreed-upon SLAs.
- Significantly improved system availability via Deloitte's Open Cloud Platform.
- Enabled the university to focus more on core business issues by alleviating operational challenges.

User Experience and Support:

- Enhanced user experience with common enterprise password management and synchronization.
- Achieved 95% improvement in account creation and termination SLAs.
- Significantly reduced helpdesk calls related to password resets

Security and Compliance:

- Improved security posture by enabling immediate suspension of compromised accounts and reducing privileged credential exposure.
- Diminished the window for attackers to exploit stolen credentials.
- Strengthened oversight and accountability of privileged accounts.
- Improved audit, reporting, and compliance capabilities.
- Enhanced regulatory compliance through periodic access reviews.
- Increased user trust and authenticity through multi-factor authentication (MFA).
- Reduced risk by detecting compromised credentials during authentication.

For more information, please contact us.

Subhasish Mitra
Managing Director, Higher Education
Deloitte & Touche LLP
submitra@deloitte.com
+1 385 239 9252

Bhanu Cherukuri
Specialist Leader, Higher Education
Deloitte & Touche LLP
bcherukuri@deloitte.com
+1 213 266 2296

Gagan Pall
Specialist Leader, Higher Education
Deloitte & Touche LLP
gpall@deloitte.com
+1 949 633 2074

For more information, visit www.deloitte.com/highereducation or email highereducation@deloitte.com.

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