



IDENTITY AUTOMATION FOR PETRONAS (OIL & GAS)

Petronas, a Fortune 500 Oil & Gas company, required an automated Identity Management system to handle varied identity sources and complex process automation for its 60,000 users across 60 business units.

The Challenge

Key challenges included streamlining user provisioning/de-provisioning, synchronizing employee data from sources like SAP and AD, automating service ticket creation for IT tasks (like laptop issuance), and managing chargebacks for new and deleted users.

The Solution

- Deployed Microsoft FIM 2010 R2 as the core automation engine.
- Built C# rules extensions for custom logic (cost savings by avoiding full FIM/MIM licenses).
- Integrated with SAP, Active Directory, ITSM, SQL vendor systems.
- Scaled across 60,000 users and 60 business units.

Results

- Reduced manual effort, saving time and increasing efficiency.
- Increased accuracy by automating processes and reducing errors.
- Achieved significant cost savings due to no FIM/MIM licenses being required.
- Centralized identity management across disparate systems.

Conclusion

Kloudynet delivered a scalable automation solution, improving efficiency, accuracy, and cost savings for one of the world's largest energy companies.

