cidaas

LORCH

REQUIREMENTS

> One identity across all digital Portals

> Increase of the User comfort

> Uniform registration and login processes for all Applications

ADVANTAGES

> Single Sign-On enables ideal User-Journey via different applications away

> Access and Rights Management guarantees every user dedicated access

> Custom Login and Profile UI offers the user an intuitive use and a uniform System appearance

> Active Directory (AD) connection provides access to cidaas via known login provider

LORCH Schweißtechnik GmbH, from the Swabian Auenwald, is the leading manufacturer of industrial arc welding systems, metalworking shops, semi-automated solutions and Robot Automation. In the headquarters Lorch manufactures quality products, in the world's most modern welding system production. With its round 280 employees, the LORCH Group constantly brings new technological standards on the market and does not guarantee its international customers only a practical use, but also a simple operation of its products.

CHANNEL-ENCOMPASSING IDENTITY AND USER SELF-SERVICES SIMPLIFY LORCH'S DIGITAL CHANNELS

LORCH has not yet used a uniform identity management system. Thus, the users had a separate login for each portal. This applied to customers as well as to employees. Towards the end of 2018, the machine manufacturer turned to Widas ID GmbH with the question of how it could take the customer experience of its online channels and portals to the next level. With cidaas, Lorch offers its customers both a uniform identity that can be used across platforms and convenient user self-services that make changing personal or login data child's play.

However, customers are not only benefiting from the implementation of the Identity Management System. The employees can since the integration, thanks to the Single Sign-On feature, with a single sign-on to all authorized and relevant systems.

DATA SECURITY, DEDICATED ACCESS AND EASY MODULE CONNECTION

In general, the consequence of many different accesses is that users generate simple passwords and then store them on any digital channels. Regarding the increasing cybercrime to view this critically. With an identity management system, this challenge can be countered, because it forms a bridge between data security, compliance and consumer needs. With the deployment of cidaas, users of LORCH can now access their data via Single sign-on in combination with the fine-granular access and Rights management, access to services, applications and other Resources. The user experience plays a major role in this. Fast, access is now simple, convenient and secure.

To display or forward all available applications to the user, Widas ID GmbH configured the various data transfer options for the portals of the Swabian machine builder an individualized Dashboard.

With the "everything is an API" architecture, the in-house information system LISA (LORCH Information Support Assistant), the eAcademy (learning platform) and the warranty system could be integrated quickly and easily. In the future, all systems and modules can be integrated via the API interfaces. In addition, the Active Directory connection offers internal employees the opportunity to use cidaas via the well-known login folder. Thus, the integration was implemented quickly and a high acceptance in the company was created.

Also, the implementation of making the welding machine data available to the customer conveniently via a web interface and being able to access the existing access data also gives the customers a unique user experience.

HIGHEST USER COMFORT BECAUSE OF SINGLE SIGN-ON AND MANY MORE FEATURES OF CIDAAS

> Single Sign-On: Users only need one identity, which they can use across applications.

> Access and rights management: with the integration of cidaas into any applications (including hybrid apps) and digital assistants, users can be provided with group-specific access to digital services.

> User Self Services: Users can adapt profile data and reset and change passwords independently, without the support of third parties.

> Development of a custom dashboard to display and forward to the available applications (IDP initiated Login).

> Custom Login and Profile UI Development: The user interface was developed according to the guidelines and CI specifications of LORCH so that users expect the same surface appearance across all channels. In addition, the operation is intuitively designed.

About cidaas

cidaas stands for Cloud Identity and Access Management System and offers a highly scalable and seamlessly integrated Identity and access management. The cloud service of Widas ID GmbH is developed and hosted in Germany. cidaas ensures highest security through Use of the standards OAuth2 and OpenID Connect for interface authentication. For the unique verification of User identities become strong multi-factor authentication methods (MFA) among other things also through biometric Queries (Finger impression, face scan, ...) used. The Widas ID GmbH offers since 1997 "Software made in Germany" and has has its headquarters in Wimsheim near Stuttgart.

www.cidaas.com

"In times of mobile devices, decentralized systems and the cloud, the issue of identity management in the digital space is becoming increasingly important. cidaas is the ideal IDaaS solution for us to drive forward the digital transformation in our corporate structure. cidaas not only offers us increased operational efficiency, but also improves the user-friendliness of our channels. We are delighted to have cidaas as a strong partner in the field of identity and access management."

Dirk Semmler
Head of IT at LORCH Schweißtechnik GmbH

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