

CASE KORE



Implementing identity and access management for the pioneer, leader, and trusted advisor in delivering mission critical IoT services and solutions.

BACKGROUND

Founded in 2002, KORE Wireless helps eliminate the time-consuming need to identify, evaluate, contract, and manage multiple network connectivity providers, equipment manufacturers, and professional services organizations as they build out their IoT solution.

Read more about KORE Wireless from here <https://www.korewireless.com/>

Along the way, KORE Wireless offers proven expertise and guidance that can help maximize IoT investments and transform IoT business performance.

“As a worldwide leader in IoT solutions for business, KORE Wireless is your partner of choice when you’re ready to deploy, manage, and scale the compelling products, services, and applications your customers crave.”

KORE WIRELESS IN 2024

Business challenge

KORE, a global company formed through acquisitions, faces complexity in its environments, making it challenging to maintain strict access control policies.

Various initiatives, compliance requirements (ISO 27001, GDPR, HIPAA, SOC2), and KORE's transition to a public company have elevated the importance of prioritizing Identity & Access Management.

Solution

Appmore allowed KORE to integrate their IAM program within its main business support application. And by using the Appmore provided integrations for the HRMS and Active Directory systems, and some other 3rd party applications it allowed KORE to create a single pane of glass for everything related to IAM. KORE Wireless implemented ServiceNow IAM in 2023.

BENEFITS OF IAM APPLICATION:

- Automation removes manual work from KORE
- Specialist can access system within minutes after requesting access
- Access request process is transparent and provides audit trail
- IAM application supports multiple end customers with data segregation
- IAM application on ServiceNow support portal
- Accounts and roles are up to date with the employees status
- No unnecessary active accounts

