



Case study: General Motors

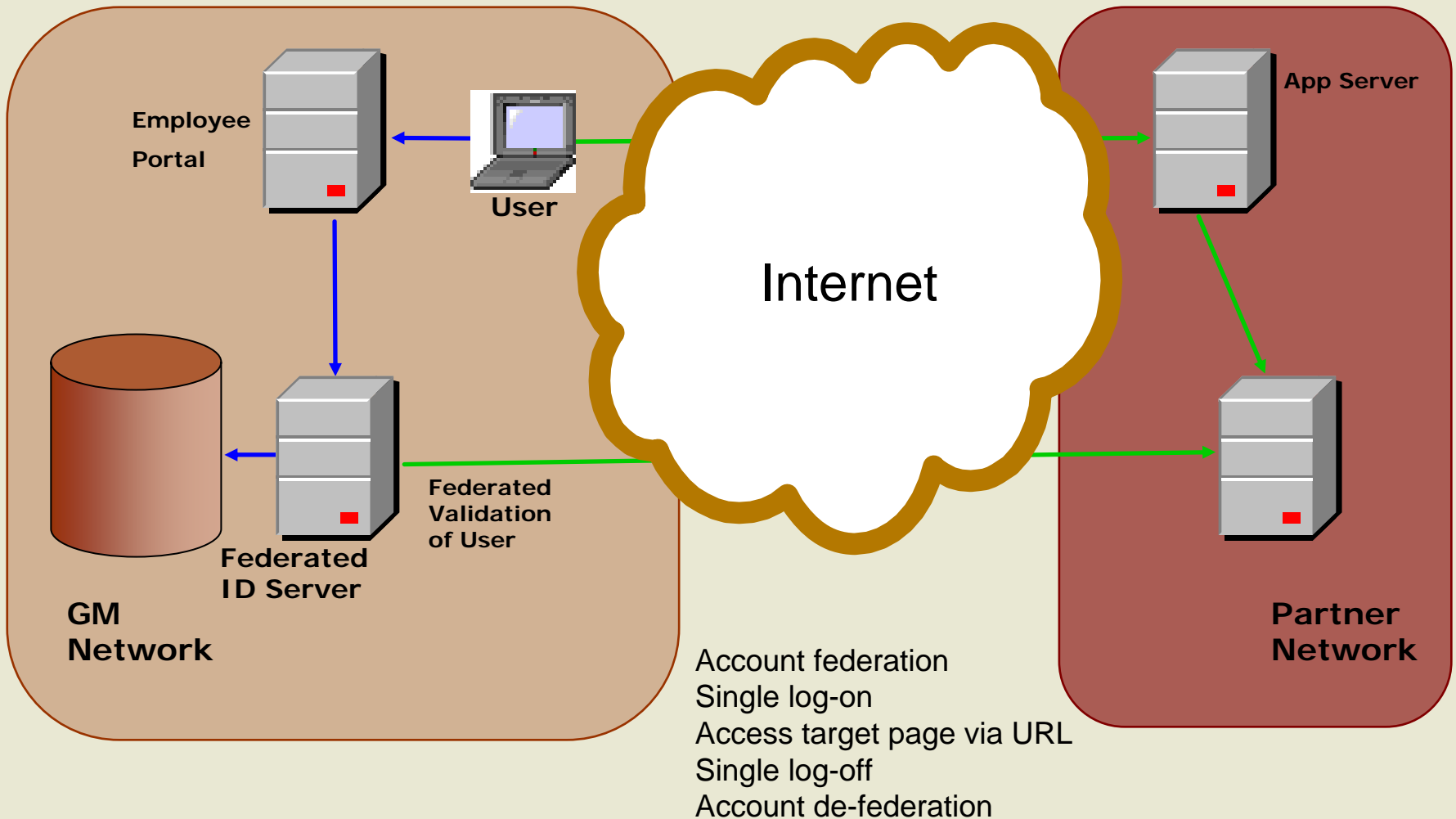
General Motor's implementation of the Liberty-Enabled solution for federating GM employee from the employee portal to a benefits application.



Brief Executive Summary of the Solution

- The solution:
 - Solution providers are Sun and Workscape
 - Is designed to
 - Seamlessly link the employee portal to our business partner's site
 - Simplify access to information
 - Provide single log-on and log-off
 - Pilot implementation completed Q4 2003
 - Go live in 2005
 - Production system will support up to 180,000 users
 - Supports Liberty Identity Federation 1.x for the pilot
 - Evaluating Liberty Identity Federation 2.0 for production

Solution Description



Reasoning and Selection of Solution

- GM has used business process outsourcing to manage non-core business functions
- Additional authentication requirements create obstacles for our employees and disrupt the flow of the employee portal
- GM uses the Sun Identity Server, making the decision to use a Liberty-enabled solution very easy

Feedback

- As is often the case, technical issues were relatively easy to overcome
- Business issues are more challenging
 - No hard ROI – return is based on ease of use and employee satisfaction
 - Definition of business partner responsibilities is challenging
 - This is new ground – legal rules regarding liability are not well defined
- Both GM and our partner were pleased with the result
- Both companies plan to extend the use of Liberty-enabled federation

Vendors, System Integrators

- List of companies/organizations participating in the implementation:
 - Sun
 - SunONE Portal & Directory, Project Management & Engineering
 - Workscope
 - Portal Development, Consulting Support
 - Mycroft, Inc.
 - Consulting Support, Whitepaper Development
 - BMC
 - Patrol, Analyze server and network performance

Planned Extensions/Roadmaps

- This application will be in production in 2005
 - Considering upgrading to version 2.0
- Planning other internal federations
 - Between GM organizations
 - With business service providers
- Exploring some consumer-facing applications
 - If implemented, will affect millions of users