

# Peak Identity Security in the Mile High City



Though its roots trace back to the old west, the city of Denver is a modern American metropolis and the proud capital of the state of Colorado. The city boasts a thriving arts and culture scene, stunning views, and a population of nearly 3 million Coloradans. But as Denver continued to grow, its former identity and access management solution, Oracle Identity Manager (OIM), could no longer keep up with its needs.

In a new identity security solution, the city of Denver hoped to find basic user provisioning to execute JML, a large enough bandwidth to back its growing population, and support for connecting separate applications with one of several Active Directory domains, then with ServiceNow.

## SELECTING A SOLUTION

With SailPoint IdentityIQ, the city of Denver found all they were looking for in an identity security provider and more. As an on-premises solution, SailPoint IdentityIQ was the best replacement for OIM. After selecting SailPoint as their security provider, Denver partnered with Regatta Solutions Group for implementation.

Regatta worked side-by-side with the city of Denver team, loading data and configuring Active Directory. During the process, Active Directory transition efforts became complicated, and without any SailPoint experience, the Denver team didn't know where to begin. Luckily, Regatta stepped in to share best SailPoint practices, guide initial configuration efforts, and transition Denver's large amounts of data from Active Directory to their permanent home in SailPoint.



"Going into implementation, we had lots of back-burner issues we wanted to address. We needed a partner who would listen to our concerns and address each of them on an individualized basis. Regatta worked with us through every step of our process and even beyond, ensuring we had the tools necessary to be our own SailPoint experts."

**Nate Kresse**  
Application Development  
City of Denver

## IMPLEMENTATION TIME: HURDLES AND VICTORIES

By nature, cities are constantly changing, and Denver is no exception. With COVID lockdowns, system outages, and the loss of integral internal resources, the city of Denver's systems could no longer keep up with the city itself. Regatta offered a flexible, scalable approach that empowered staffers to work at their own pace rather than trying to race against the clock. From there, completing Phase 1 of implementation was a cinch. The phase enabled initial JML processes and easy onboarding of five separate applications.

One of the city's main goals was SailPoint self-sufficiency. The team not only wanted to implement a top-notch identity security solution, but to learn its intricacies themselves, eventually becoming their own free-standing identity program managers. Regatta's "Partner in Delivery" approach to SailPoint implementation allowed Denver's team to work side-by-side with Regatta's, learning how to do the work, then allowing Regatta to serve as-needed for on-call support and assistance.

The second phase of the engagement allowed the city of Denver staff to implement more sophisticated elements of IdentityIQ, like establishing individual roles through roles-based access control (RBAC) and assigning each specific access.

## THE REGATTA DIFFERENCE

When the city of Denver set out in search of a new IAM solution, an implementation partner who cared was top priority. Regatta provided Denver with an open line of communication, personalized care, and end-to-end SailPoint instruction tailored to the team's unique challenges, goals, and frameworks.

To ensure long-term success and self-sufficiency with SailPoint, Regatta implemented a structured mentorship model. The model consisted of half-day workshops teaching Denver staffers how to complete access reviews, learn certification and exclusion rules, and complete extensive knowledge transfer sessions.

The mentoring program helped the city of Denver gain a deeper understanding of SailPoint, and how to leverage it even after Regatta had physically left the office. For Denver, this meant extending SailPoint into other product components such as ServiceNow. The team's initiative not only proved its self-sufficiency, but the success of the partnership between the city and Regatta.

Looking ahead, the future of Denver identity management is bright. The city achieved a massive win by migrating to a new solution not only successfully, but effectively. With Regatta's help, Denver has lowered costs considerably, while setting themselves up for a faster time to value than ever. And for residents of Colorado's capital, that kind of success means less time worrying, more time outside enjoying the mountain air.

## READY TO ACCELERATE YOUR SAILPOINT JOURNEY?

[Schedule a consultation](#) to streamline your own SailPoint Identity Security journey. Our experts are ready to be your IAM partner.

