

Topic #2

OfficeManagement0

Current situation

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|----------------|----------------------------------------|
| Use Case | B2B |
| Users | 10k MAU, 50 B2B Customers |
| Authentication | Self-build U/P stored plain text in DB |

OfficeManagement0 is offering office services to Business customers. They receive an increase in demand to offer their large customer to bring their own IdP for Single-Sign-On of their employees to the platform that OfficeManagement0 offers. Current onboarding of new customers is manual by importing usually a large CSV file with username/password combinations into their system. They have a new opportunity to sign their biggest customer yet, but having SSO is a must for this customer.

Desired situation

OfficeManagement0 needs to spend too much time in updating/maintaining their existing Authentication system and onboarding new customers. They must have the ability to federate a SAML IdP to win this deal. Whilst looking at improving their system, they also want to be able to reduce their own manual effort by giving their customers the chance to maintain user permissions themselves and ideally even have them use a self service sign-up for low touch customers. Going forward they expect demand for federation to increase. Some customers already asked for customized login pages to match their Corporate Identity.

