

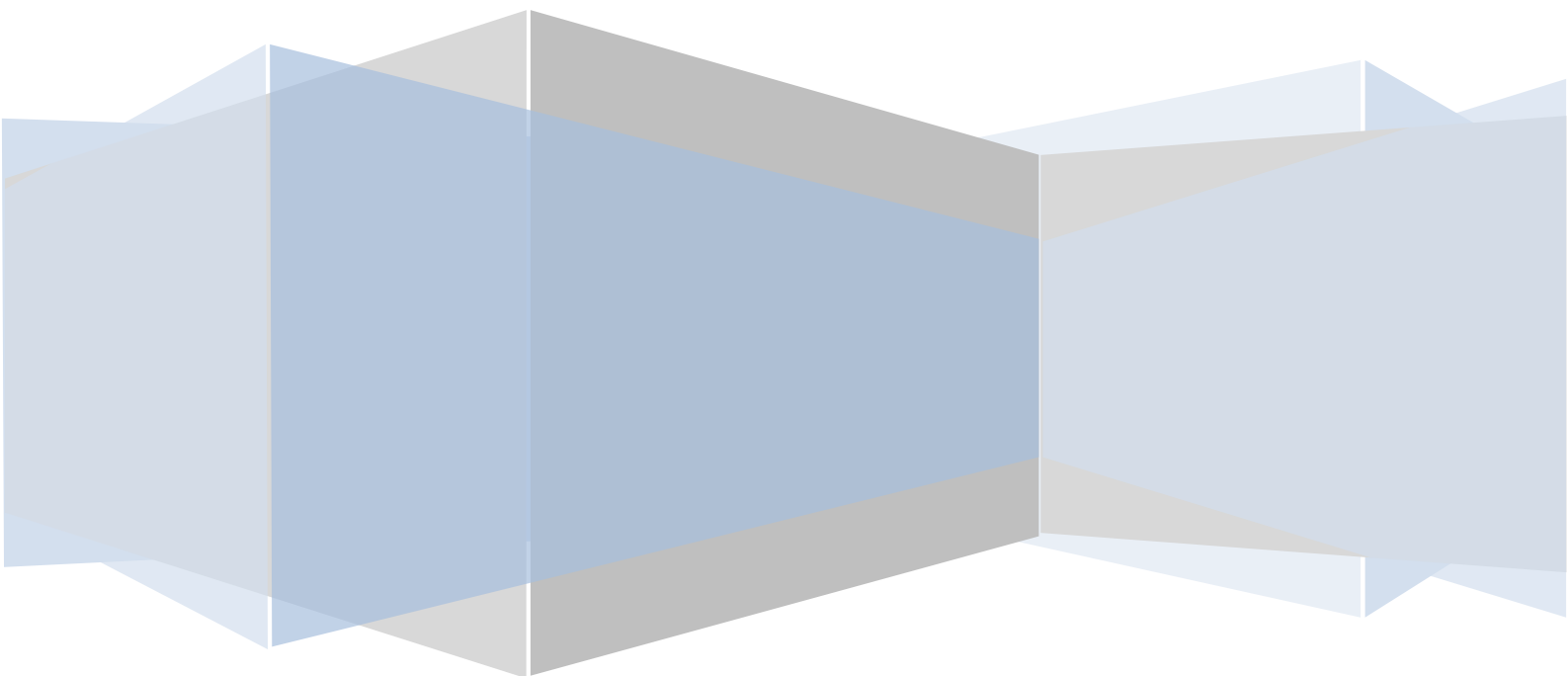
SSO Plug-in

AtriumSSO comparison paper

J System Solutions

<http://www.javasystemsolutions.com>

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JSS SSO Plugin - AtriumSSO comparison

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Introduction

This document provides the financial benefits of purchasing a Single Sign On solution for the BMC AR System from JSS, and reasons why working with JSS will be of benefit to your business.

AtriumSSO vs SSO Plugin

If you're considering implementing BMC AtriumSSO, don't be fooled by a sales pitch suggesting it is available at no cost to your business.

What is AtriumSSO?

It's based on an open source product called OpenSSO that was "killed" by Oracle after they purchased Sun.

OpenSSO was never designed to work with the AR System. It was designed to challenge corporate solutions such as CA SiteMinder or RSA Access Manager (Cleartrust), to manage enterprise intranets, content management systems etc.

BMC have taken the product and added adapters to provide a solution for BMC products.

Key SSO Plugin features lacking in AtriumSSO

AtriumSSO provides a single point of sign in across BMC products but does not provide a range of key functionality required by enterprise clients, such as:

1. Microsoft Integrated Windows Authentication (IWA), allowing a user to login to the Mid Tier without a password. OpenSSO does have a module providing half the functionality because it only implements one of the two protocols required for IWA. It is therefore unsuitable for large Windows networks.
 - a) SSO Plugin also provides an easy to use interface and scripts to setup the Active Directory integration. Typically, just four pieces of information need to be entered into a web interface.
 - b) SSO Plugin supports fail over and multiple Active Directories.
 - c) Integrating with the Active Directory is the most popular type of SSO Plugin deployment, supporting tens of thousands of users every day.
2. Support for an IIS front end, which is the most popular deployment for AR System implementations. The majority of AR System users who run their Mid Tier on a Windows operating system use IIS with Tomcat or their favourite JSP engine. Enabling SSO with such architecture is very simple with the SSO Plugin, while AtriumSSO lacks this functionality.
3. An OpenID implementation, allowing you to integrate the AR System authentication with leading technologies implemented at Google Mail, Yahoo, etc. SSO Plugin is the only purpose built authentication product which integrates with other leading-edge, state of the art technologies.

4. The ability to map SSO usernames to AR System User form Login Names and features to secure AR System, discussed in the implementation section below.

Comparative costs

AtriumSSO (OpenSSO) was not written for the BMC AR System. It requires consulting days to implement and BMC would typically recommend at least 15 days, which is more expensive than SSO Plugin.

With any consulting engagement, there's no guarantee that AtriumSSO will work as promised or implemented in the specified time frame, and the final cost will invariably be higher than SSO Plugin.

On the contrary, **JSS provides professional services at no cost to you, regardless of whether you purchase our solution.** We'll arrange a conference call to discuss your requirements, assist with a remote installation if required, and carry on supporting you during the evaluation. If you choose to purchase the solution then we will assist during the production implementation.

With SSO Plugin, you can be sure that the solution works as expected, while learning why our support is so highly rated by BMC users, at no cost to your business.

Why not ask our competitors to match that promise and provide **free professional services?**

(They'll say no.)

Implementation

There are a number of considerations when considering the cost of implementation.

Ease of installation

Implementing AtriumSSO requires a consultant with single sign on experience, authentication methods with different versions of operating systems, and a good deal of experience with the BMC AR System. There are very few of these people in the market, hence day rates are high and implementation times are not short.

The SSO Plugin can be implemented in ten minutes (subject to a couple of pre-requisites) and you can watch comprehensive training and installation videos on our website to satisfy yourself of this fact.

Working with JSS gives you access to the most experienced BMC AR System and SSO consultants in the BMC market. Our staff include the ex-BMC Principal Consultant for EMEA and security professionals who are highly rated in the security industry.

Complexity of deployment

BMC recommend separate web application server (Tomcat) instances to run AtriumSSO, providing additional layers of complexity to your network.

SSO Plugin seamlessly integrates with the BMC Mid Tier and AR System, with no requirement for additional complexity. The SSO Plugin configuration details are stored within the AR System database making it easy to maintain through the standard AR System user interface. This also enables BMC consultants to feel familiar with the interface.

Mis-matched users

For many users, especially large clients that outsource ITSM to third parties, a range of functionality is required to uniquely log users into AR System.

Complex client scenarios examples:

- Usernames in the AR System User form that are not identical to the domain usernames.
- Multiple clients with identical domain names.
- X509/CAC/DoD client certificate to AR System User form mapping.

SSO Plugin provides a range of functionality to deal with these common scenarios, whilst AtriumSSO provides none.

Managing non-SSO enabled users

One of the key parts of the SSO puzzle is what to do with users who do not have an AR System SSO enabled User account, and this is particularly relevant to large corporate clients.

SSO Plugin provides integration into BMC applications, self built and the popular ITSM, so that incidents/records can be raised when a user has no SSO enabled account, allowing the administrator to define a process to deal with these issues through proven best practices such as ITIL.

AtriumSSO has no functionality to integrate with BMC ITSM.

Securing the AR System authentication model

The AR System User form contains a status field that can be set to current and disabled. AR System ignores this setting but the SSO Plugin Mid Tier component does not, so you can disable AR System accounts by using this setting for all authentications passing through an SSO enabled Mid Tier.

Administrators expect a controls on a user management interface to work, and a security risk is exposed if the 'disable account' control does not.

SSO Plugin secures the AR System and AtriumSSO does not.

BMC Dashboards

The BMC Dashboards product maintains its own user repository. With AtriumSSO, you are required to manually manage Dashboards users and roles by copying data from AR System's User and ITSM People form.

AtriumSSO provides no integration between AR System and Dashboards.

SSO Plugin manages the Dashboards user/group repository from BMC ITSM, removing the need for the administrator to manage the Dashboards user repository.

For a large organisation, managing multiple user repositories is costly and error prone. SSO Plugin removes this problem whilst AtriumSSO perpetuates it.

BMC Analytics (SAP Business Objects)

AtriumSSO requires user accounts to be manually managed in SAP Business Objects.

In a similar fashion to the BMC Dashboards integration, SSO Plugin manages the SAP Business Objects user/group repository from BMC ITSM.

Support

BMC's support service is focused on the AR System and ITSM, not application security, domain authentication and SSO. BMC did not write OpenSSO and are unable to provide a comprehensive support service, guaranteeing support for 100% of the product.

If you work with JSS, you are working with the people who wrote 100% of the SSO Plugin and who are renowned for prompt support responses.

We typically respond to your enquiries within an hour and often provide immediate solutions.

We don't run a service desk where you're forced to speak to someone who has no knowledge of the product, and will search documentation for you while you wait days for a response. We only supply the kind of support we'd like to receive ourselves, and indeed, the support we believe everyone deserves. There is no other group of people who know more about SSO and the impact on BMC products.

You can see what some of our clients say about us on this page:

<http://www.javasystemsolutions.com/jss/quotes>

Ongoing development

AtriumSSO is built on OpenSSO 8.0. The effort of upgrading to newer versions of OpenSSO can only mean the product will not change soon. If you want a new feature, you can expect to wait for a long period of time.

The SSO Plugin is:

- Constantly developed and the quality of engineering can be seen in many areas, such as the user friendly configuration interface that typically ensures users need only click a couple controls to enable SSO on the AR System.
- Shipped with an intuitive SSO Administration Console with a range of functionality to help demonstrate the ROI on your AR System

instance (like how often people connect, what do they do, when do they do it, etc.).

- Constantly updated to ensure it adheres to the most recent developments in Internet security and our code is constantly improved as we receive user feedback.

With SSO Plugin, you can expect a feature in weeks, not many months or years.

Conclusion

AtriumSSO will typically cost more to install/configure than SSO Plugin, does not deliver seamless integration into your Windows network, and isn't backed by a team of people who really understand SSO.

The SSO Plugin was written specifically for BMC AR System, integrates with the BMC ITSM product set, and remains a long way ahead of AtriumSSO and other competitive products.

Crucially, SSO Plugin delivers what AR System users want from an SSO solution and JSS are the supplier of SSO to some of BMC's largest and most demanding clients. JSS is the longest running company dedicated to SSO for the BMC AR System and thrives on being the most experienced in the market, coupled with free professional services throughout the engagement, a site license purchase cost which is smaller than any AtriumSSO deployment and an impressive existing client base, SSO Plugin has been the obvious choice for many BMC clients over the past four years.