Our client asked us to set up an access management solution for a Guidewire Portal, which was deployed in the Secure-24 cloud. The portal is exposed to the Internet and caters to two categories of users, policy holders and agents. The requirements included user self-registration, basic authentication, self-service password reset, and password policy enforcement at the user data store. The solution included architecture and design and deployment and configuration of ForgeRock Access Management and Directory Services in production and non-production environments.

**Our solution**

- We defined workflows for user self-registration, password reset, and basic authentication. We also designed a centralized access management solution that would allow users to seamlessly access multiple Guidewire web applications.
- We set up ForgeRock Access Management and Directory Services in development and production environments and implemented defined flows to allow users to self-register and access the Guidewire portal.
- We provided branding of the user interface to match the client organization’s styling and branding, implementing CAPTCHA to avoid bots and scripts in registration forms.
- We also enhanced directory schema and configured password policy enforcement rules in ForgeRock Directory Services, which is the user store.
- The production environment is set up in high availability mode with two active ForgeRock Access Management nodes, and the back end ForgeRock Directory Services has two instances that are set up in a multi-master configuration.
- Finally, we configured the ForgeRock Access Management Web agents to pass identity context to the underlying Guidewire applications.

**Impact**

The proposed and implemented access management solution secured three external-facing, cloud-based Guidewire applications. The architecture not only provides redundancy and high availability but also provides capability to scale the setup in the future if additional capacity is required, ‘future-proofing’ the client. The UI customization sets up a pleasant user experience as the user moves between Guidewire applications and the ForgeRock Access Management interface.

In addition, user self-registration and self-service for a password reset reduces help desk costs.

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**Can be used as reference:** No

**Reference contact details:** N/A