okta + **f5** + **pitney bowes** (P)

Okta + F5 Networks = Greater scale, reliability for Pitney Bowes' global e-commerce platform

This global technology company has pushed the boundaries of technology for almost 100 years. Pitney Bowes continues to do so by using Okta + F5 Networks to help their over 2.8 million users access new digital services through the Pitney Bowes' Commerce Cloud.

In 2016, Pitney Bowes launched a complete e-commerce solution that streamlined everything from international payments to sales promotions. The Pitney Bowes Commerce Cloud offers a suite of global e-commerce capabilities delivered to customers and partners via mobile and the web. To further scale and secure customer access to Commerce Cloud, Pitney Bowes turned to Okta's integration with F5 Networks and the results were dramatic:

- 99.92% availability, significantly higher than their previous legacy solution

- Massive reduction in time and cost of app integration with Commerce Cloud, requiring a few hours/app at no additional cost, versus weeks of work and thousands of dollars

- Simplified access to SAML applications, with 35 apps in production

- Improved scalability, with a smooth roll out across its 2.8 million external users

Making the move

From the very beginning, Pitney Bowes knew that they needed best-of-breed identity solutions to keep their Commerce Cloud secure for its millions of users. They conducted an extended search, evaluating over 15 identity service providers for the following requirements:

- A strong set of APIs to provide partners with secure access to services

- Flexible and scalable sign-on and provisioning options for desktop and mobile users

- Compatibility with modern protocols such as SAML and OAuth
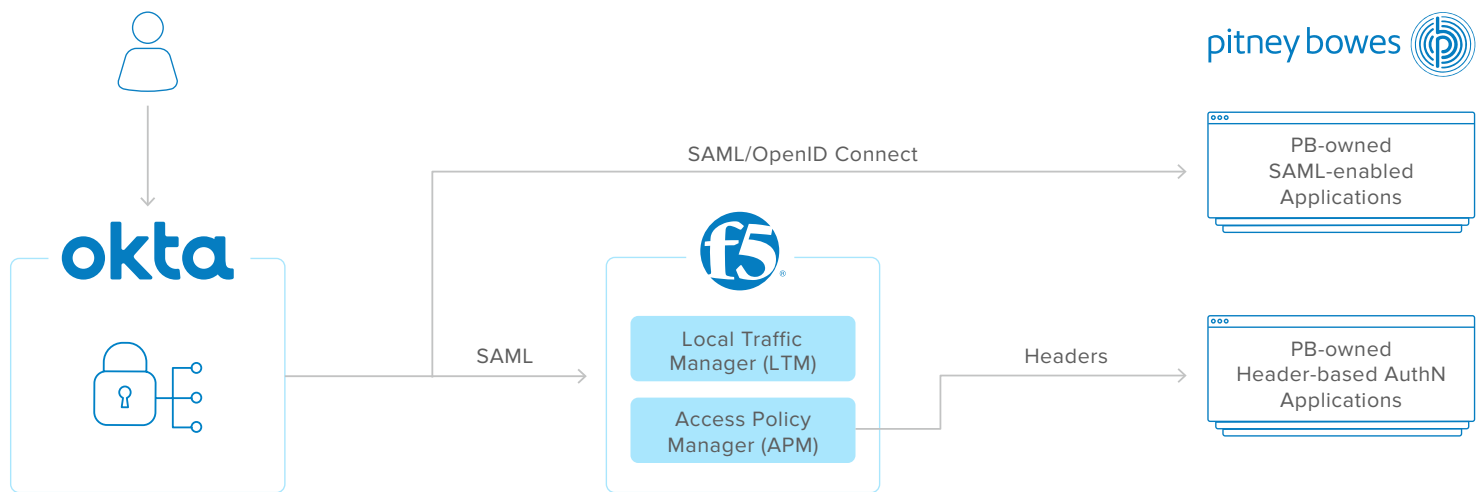
- High availability and reliability

They were pleased to discover that Okta was able to provide all of these requirements, with a track record of commitment to service and delivery.

"By selecting Okta, we were able to build leading cloud-based identity into the backbone of the Commerce Cloud," says Kenn L. Bryant, Cloud Application and Infrastructure Engineering Leader at Pitney Bowes. "Before the Commerce Cloud, we used disparate solutions for single sign-on, payments, data analysis, etc., across business units causing redundancy. Now we have a single platform to organize our digital assets, provide a common set of capabilities and infrastructure enabling our teams to have a shorter development cycle and time to market on their move to the cloud."

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okta

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SAML/OpenID Connect → PB-owned SAML-enabled Applications

okta

SAML →

f5

Local Traffic Manager (LTM)

Access Policy Manager (APM)

Headers → PB-owned Header-based AuthN Applications

A complex environment

The migration to the Commerce Cloud was not easy: Pitney Bowes' IT environment contained multiple legacy and cloud-based apps, each with its own internal federations. Access to each of these had to be streamlined in order to perform the migration without causing outages. "Outages translate to lost capabilities and lost access for customers," says Henry Rogando, Principal Software Architect at Pitney Bowes. "As such, it was important to find a highly reliable mechanism that could migrate these applications without introducing new issues."

Essentially, Pitney Bowes needed to simplify the workflow by running cloud-based and legacy apps through Okta in a safe and reliable way.

Enter Okta + F5 Networks

"We were able to leverage technologies that were already part of the flow, and in doing so we were able to minimize the changes on the back end," says Rogando. Pitney Bowes was already using F5 Networks for load balancing via the BIG-IP Local Traffic Manager (LTM). By adding the BIG-IP Access Policy Manager (APM) module, Pitney Bowes leveraged the Okta + F5 Networks integration to replace its legacy access management gateway. Now Okta worked as the authentication point, and F5 Networks helped with the reverse proxy requirements.

"We also now have a SAML single sign-on protocol established between Okta and F5," says Rogando. "F5 handles the access management and authorization and translates it into the headers that are needed by the application." Okta and F5 Networks provided a streamlined solution for access to both cloud and on-prem applications.

"We were able to leverage technologies that were already part of the flow, and in doing so we were able to minimize the changes on the back end...We were able to remove a component in the flow with very minimal change to the legacy applications. Because of the standard SSO protocols that are being used, we are able to configure and support new use cases, and navigate back and forth—as long as they share the same SSO session."

Henry Rogando
Principal Software Architect at Pitney Bowes

Single Sign-On for the win

With single sign-on (SSO) enabled alongside the new integration, Pitney Bowes' customers are able to navigate between all of the apps, cloud-based or on-prem, without experiencing any kind of disruption. Reliability is now at 99.92%, which is significantly better than the previous legacy identity provider.

In summarizing the benefits of the Okta + F5 Networks integration, Rogando reports, "We were able to remove a component in the flow with very minimal change to the legacy applications. Because of the standard SSO protocols that are being used, we are able to configure and support new use cases, and navigate back and forth—as long as they share the same SSO session."

Thanks to the Okta + F5 Networks integration, Pitney Bowes successfully migrated their entire portal and launched a robust e-commerce offering. And the best part? They pulled it all off without disrupting any of their 2.8 million users.

Okta + F5 integration:

- Simplified Pitney Bowes' workflow by running cloud-based and legacy apps through Okta, powered in part by F5 Networks

- Leveraged existing technologies and minimized back-end changes

- Replaced legacy access management gateway

About Okta

Okta is the leading provider of identity for the enterprise. The Okta Identity Cloud connects and protects employees of many of the world's largest enterprises. It also securely connects enterprises to their partners, suppliers and customers. With deep integrations to over 5,000 apps, the Okta Identity Cloud enables simple and secure access from any device.

Thousands of customers, including Experian, 20th Century Fox, LinkedIn, Flex, News Corp, Dish Networks and Adobe trust Okta to work faster, boost revenue and stay secure. Okta helps customers fulfill their missions faster by making it safe and easy to use the technologies they need to do their most significant work.

For more information, go to https://okta.com