gluu

DUBAI MUNICIPALITY
بلدية دبي

Dubai Municipality

Enabling secure access to government services for citizens and employees in Dubai

Dubai Municipality turned to Gluu and featured partners Centroxy and The Kernel to provide 400,000 citizens and employees secure access to online resources.

Summary

Industry
Public Sector

Applications
Web, Legacy

Users
Employees, Citizens

Products
Gluu Server, Gluu Gateway

Solutions
Directory Sync, Single Sign-On, Access Management, Inbound Identity, Multi-factor Authentication

Featured Partners

>the_kernel | CENTROXY

The Customer

Dubai Municipality is the largest governmental institution in the United Arab Emirates and is responsible for leading the growth and evolution of the Emirate of Dubai. Its charter includes support for a range of government initiatives including environmental health and safety, public health, corporate support and partnerships, international affairs and more.

As part of Dubai's vision to develop the happiest and most sustainable city on Earth, Dubai Municipality looked to embrace modern technology that provides secure and unified digital identity to simplify the way citizens interact with municipal services.

"We moved rapidly towards OpenID Connect over the past year and needed a central IAM platform to provide authentication and access management. We began evaluating IAM products, and after comparing several offerings, decided to use Gluu.
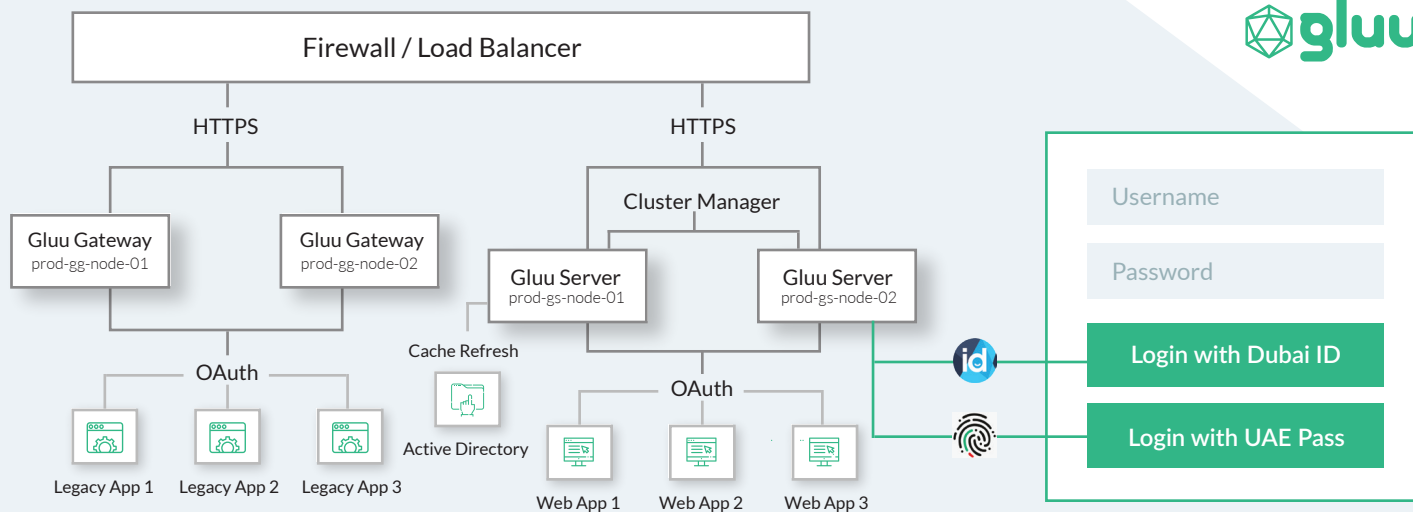
Solution Engineering team,
Dubai Municipality

The Needs

As a government organization, security is paramount for Dubai Municipality. As such, they needed a self-hosted IAM platform that could be configured to meet their network security requirements for system access and auditability. The municipality also needed a single IAM platform for employees and citizens that was capable of scaling to support millions of authentications via web and mobile devices.

"As we began evaluating IAM products in the market, we realized we needed something that would support both our existing and future access management requirements. With Gluu, we knew the platform would scale to meet our performance needs, work well with our existing technology, and position us to deliver more products and services in the future. The Gluu platform allows us to deploy on-premise, secure modern and legacy applications, and provides the flexibility we need to achieve our unique business requirements for authentication and authorization."

**Solution Engineering team,
Dubai Municipality**

The Solution

Dubai Municipality deployed a cluster of Gluu Servers to provide citizens and employees highly-available (HA) access to new OpenID Connect web applications. They designed two separate login pages: one for employees, and one for citizens. Both LDAP and Microsoft Active Directory (AD) were integrated as backend authentication providers for employee authentication. To reduce friction associated with account registration and login for citizens, Dubai Municipality configured "inbound identity" with two popular state and national identity services: Dubai ID and UAEPass.

Dubai Municipality also needed to maintain SSO for more than 300 existing legacy applications that were being secured with an F5 SAML gateway. To achieve this, Dubai Municipality replaced the F5 gateway with Gluu Gateway's OpenID web proxy and mapped existing user claims to the same headers to maintain compatibility.

The Results

Now, Gluu is the platform Dubai Municipality leverages to provide a consolidated, central identity service for a diverse range of mission-critical applications. By aligning with open standards and modern best practices, Dubai Municipality has significantly improved efficiency and user experiences for its core stakeholders, including:

1 Developers - can now more quickly deliver better applications with more personalized content and services.

2 Citizens - can now easily access government services using their existing state and national digital IDs.

3 Employees - can now use their existing credentials in backend LDAP servers to access old and new government applications.

"We use Gluu to support a deep integration between identity and the applications we offer to provide government services. With Gluu at the center of our identity infrastructure, the digital services we provide at Dubai Municipality are more secure, agile and user-friendly than ever before,"

Solution Engineering team, Dubai Municipality