

## The Avaya Identity Engines Ignition Guest Manager

### Secure and simple network access for guests

Contractors, temporary workers, customers, conference attendees and a variety of professionals who come into your office to do business now expect you to offer access to your network. However, granting guests access poses security risks. Also, you need to consider the many associated costs, including provisioning, managing and auditing guest accounts.

The Avaya Identity Engines Ignition Guest Manager allows you to provide secure network access to your guests — easily and cost-effectively — without taxing IT administrators.

#### Meeting the challenges of secure guest access

The Ignition Guest Manager is the leading guest management solution for secure network access. The solution manages guest and visitor network access across wired and wireless access points, and it enables you to apply granular authorization policies to limit guests' access strictly to permitted network resources.

The solution reduces the demand on IT departments because it's easily administered by front desk personnel or any employee tasked with being a guest "sponsor."

**Delegated administration** — Guest access is managed using an intuitive, web-based interface that can be easily customized to meet the needs of each organization. An integrated rules engine guarantees user accounts automatically expire at a scheduled time and date.

IT administrators can delegate guest account sponsorship duties to front desk personnel or any other employee. Sponsor accounts are stored on the Avaya Identity Engines Ignition Server or in an Active Directory or LDAP store. Delegated administration rules can ensure that each elected sponsor can create guest accounts with only those rights for which the sponsor has authority.

**Improved productivity** — For large events or conferences, the Ignition Guest Manager's bulk loading capability can configure hundreds or thousands of guest accounts. A self-provisioning feature offers organizations the ability to have guests provision their own wireless access at a kiosk or online portal. This cost-saving feature allows, for example, conference attendees or school visitors to obtain secure, authenticated access without requiring the participation of administrative staff. The system can be configured for complete security and audit tracking. The Ignition Guest Manager can host multiple self-provisioning kiosks simultaneously, each with different privileges, such as access zones and duration. Each can offer different display characteristics and branding.

**Stronger security** — With SMS integration, organizations can send login credentials to a guest's cell phone. When a visitor registers at a kiosk or online portal, the Ignition Guest



Manager automatically sends a password to the visitor's cell phone or other mobile device. Security is improved because the required credentials are hard to spoof. Only the visitor is privy to the password, and an auditable link between the visitor and the network is created.

**Revenue generation** — The Ignition Guest Manager offers organizations the ability to provide automated credit card payment for wireless network access. Schools, hospitals and government agencies can use this feature to generate revenue by automating secure, feebased wireless access to their networks.

**Policy enforcement** — The Ignition Guest Manager assigns network access rights and permissions based on a guest's role or relationship to the organization, based on where they are connecting from (conference rooms, labs, lobbies, etc.), and based on how they connect (wireless, wired, VPN). Guests can be provisioned with access to particular subnets or VLANs, or you may limit them to outbound web access only. The Ignition Guest Manager also allows the network administrator to specify precisely which devices a user may use to log in.

**Auditing and logging** — The Ignition Guest Manager records a detailed audit trail of network access for each user. It also tracks the actions of the sponsors who create guest accounts to help detect and identify excessive account generation or inappropriately provisioned accounts.

## Conclusion

Offering guests access to your network services is essential. Today, the Avaya Identity Engines Ignition Guest Manager enables organizations to securely provide network access to guests and visitors without compromising the security of the network. To reduce the burden on IT professionals, the solution can be easily executed by anyone empowered to sponsor network access for guests.



Figure 1. The network administrator delegates guest management tasks to provisioners.

## KEY FEATURES

- **Centralized access control** — Manages guest authentication and access across wired, wireless and VPN networks.
- **Delegated provisioning** — Delegated provisioning lets designated greeters create and manage guest user accounts.
- **Self-provisioning** — Allows guests to provision their own temporary accounts from kiosks or an online portal.
- **Embedded database** — Segregates guest accounts from enterprise directory.
- **Auditing** — Centralized log data enables detailed reporting of guest access.
- **Bulk loading** — Rapidly configures hundreds or thousands of guest accounts from database records.
- **Policy driven** — Network access rights and permissions are assigned based on guest's role in or relationship to the organization.
- **Credit card payment** — Integrates with inhouse credit card payment systems without requiring staff involvement.
- **SMS integration** — Sends guest login credentials to the user's cell phone, allowing the use of hard-to-spoof guest identifiers.
- **Automatic account termination** — Discontinues guest access rights at a scheduled date and time.

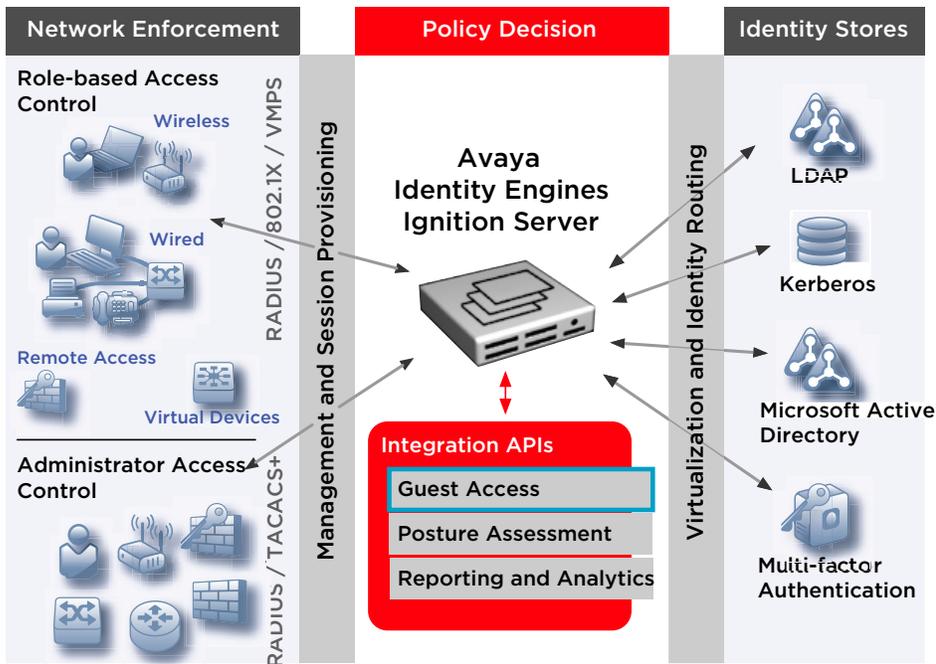


Figure 2. The Ignition Guest Manager works with the Ignition Server and your existing authenticators and user stores.

## IGNITION GUEST MANAGER SPECIFICATIONS

### Protocols

- Supports both HTTP and HTTPS (TLS/SSL) modes of access
- Integrates with the Ignition Server via SOAP API (over TLS/SSL)

### User stores

- Guest accounts may be stored in the Ignition Server's embedded user store
- Sponsor accounts may be stored in LDAP, Active Directory or the Ignition Server

### System requirements

- Installer provided for Windows 2003, Windows XP
- Can be modified to run within any major J2EE environment

---

## About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit [www.avaya.com](http://www.avaya.com).



INTELLIGENT COMMUNICATIONS

© 2010 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. and are registered in the United States and other countries.

All trademarks identified by ®, TM or SM are registered marks, trademarks, and service marks, respectively, of Avaya Inc.

All other trademarks are the property of their respective owners. Avaya may also have trademark rights in other terms used herein.

References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

06/10 • DN5312

A red rectangular button containing the text "avaya.com" in white, lowercase, sans-serif font.

[avaya.com](http://www.avaya.com)