CASE STUDY

SECUREPASS · GOVERNMENT & REGULATORS · EAST AFRICA

A national ICT regulator in East Africa secures staff and system access with SecurePass

SecurePass IAM gives the regulator central identity, access control and strong authentication across its systems.

SECTOR	REGION	SOLUTION	
National ICT regulator	East Africa	SecurePass	LIVE

IMPACT AT A GLANCE

1 identity
per employee, across every system

1 sign-in
to every permitted application

All systems
behind strong authentication

Audit-ready
proof of who can access what

THE CUSTOMER

The customer is the national regulator for telecommunications, broadcasting and postal services in its East African market. It oversees licensing, spectrum and cybersecurity for the sector, and is expected to model strong security itself. It chose SecurePass to modernise identity and access management (IDAM) for its staff and systems.

THE CHALLENGE

A regulator that sets cybersecurity expectations for an entire sector needs its own access controls to be beyond question.

1

Scattered identities

Staff accounts were managed separately in each system, so joiners, movers and leavers took manual effort.

2

Password-only access

Sensitive licensing and regulatory systems relied on passwords, a common target for phishing.

3

Audit and oversight

The regulator needed a clear record of who has access to what, and why.

THE GOAL **Central, governed identity and strong authentication for every staff member and system.**

THE SOLUTION

eMudhra deployed several SecurePass IAM modules, integrated them with the regulator's systems and trained its teams.

Central identity

One identity store and lifecycle process for every staff member and system account.

Single sign-on

Staff sign in once to reach the applications their role allows.

Multi-factor authentication

Strong authentication options, from push and OTP to PKI and FIDO2, protect sensitive systems.

Access governance

Role-based access, reviews and audit logs give a clear view of who can access what.

WHAT THE CUSTOMER NEEDED	HOW EMUDHRA DELIVERED
Manage identities centrally	SecurePass identity lifecycle
Simplify sign-in	Single sign-on across applications
Stop credential attacks	Multi-factor authentication
Prove who has access	Role-based access, reviews and audit logs
Self-sufficient teams	Implementation, integration and training

RESULTS

What changed for the customer

- Staff and system identities are managed from one platform.
- Access rights follow roles and can be reviewed and evidenced.
- Access to regulatory systems is protected by strong authentication.
- The regulator's own teams are trained to run the platform.

WHY EMUDHRA

Complete IAM suite

SSO, MFA, lifecycle and governance in one product.

Trusted by regulators

Chosen by a national regulator to secure its own staff and systems.

Hands-on enablement

Training included as part of delivery.

About eMudhra. eMudhra is a globally trusted provider of digital trust services, offering eSignatures, PKI, Certificate Lifecycle Management, Multi-Factor Authentication and Identity & Access Management solutions. Licensed by the Controller of Certifying Authorities (CCA), India, eMudhra serves 1,000+ enterprises across 40+ countries, helping organisations build secure, compliant and paperless digital ecosystems.

Customer name withheld for confidentiality.