DATASHEET

Jama Software Deploys Advanced New System for Highly Secure and Frictionless Authentication

Securing our clients' data has always been the highest priority at Jama Software. To provide seamless enterprise integration with our clients' authentication and authorization management systems, Jama Software has chosen to partner with Auth0.

What is Auth0

Auth0 provides frictionless single sign-on (SSO) to many identity management systems. It implements all identity industry standards for authentication and authorization. Jama Connect® currently uses SAML (Security Assertion and Markup Language) to communicate user authentication and authorization.

Through Auth0, Jama Connect can use a client's self-hosted or cloud-based authentication management system. Authentication and identity management occur within our client's systems allowing Jama Connect to be easily and securely woven into a customer's suite of critical enterprise systems. Because of its partnership with Auth0, Jama Connect can integrate with multiple identity providers, including Active Directory/LDAP, Ping, Microsoft Azure AD, Okta, Open ID Connect, Google Workspace, and many more.

Auth0

AUTH0 BENEFITS

- In the Gartner Magic Quadrant for identity and access management
- The leading provider for identity and access management
- Provides a vetted security solution for enterprise authentication integration and a highly skilled partner in security management
- Full compliance with IS027001, SOC 2 Type II, ISO27018, HIPPA BAA, Gold CSA Start, and PCI DSS Certification
- Supports over a billion authentication events a month for some of the largest Fortune 5000 companies
- Built on a highly scalable, secure architecture

jama connect® + Auth0

Auth0 Setup

Integrating Jama Connect with a client's identity and access management system is simple. Integration with Jama Connect only requires a connection in a client's Identity Provider (IdP) and an exchange of signing certificates with Auth0. This exchange can be facilitated by Jama Software customer support.

1. To set up Auth0:
   - New customers — Indicate that your organization wants to use single sign-on integration to authenticate with Jama Connect during the onboarding process or submit a request via Jama Customer Support.
   - Existing customers — Your named support contact opens a ticket with Jama Customer Support to implement or adjust your single sign-on integration with Jama Connect.
2. Set up your IdP to use Jama Connect Auth0 integration — Jama Customer Support provides a setting in your IdP and helps you exchange security certificates.
3. Log in to Jama Connect using your credentials.

If a customer has a previous version of Jama Connect SAML Service implementation, moving to Auth0 requires only a new connection in their IdP and an exchange of certificates.

For air-gapped customers or those who choose not to externalize connection to their IdP, the Jama Connect internal SAML service will continue to provide authentication and access integration.

Why Do We Need Auth0

Within an enterprise security architecture, Auth0 plays the role of a security service provider. Auth0 brokers all requests for access between Jama Connect and a customer's identity and access management system. This way, all information about a user's identity is securely exchanged between a customer's enterprise system and Auth0. Jama Connect never handles customer identity information directly. The exchange between systems is handled with secure tokens that are refreshed on a regular basis. This industry standard security model reduces the attack surface of both the customer's IT infrastructure and the Jama Connect application.

To learn more about Auth0 implementation, please submit a support ticket here: Jama Customer Support

jama software®

Jama Software® is focused on maximizing innovation success in multidisciplinary engineering organizations. Numerous firsts for humanity in fields such as fuel cells, electrification, space, software-defined vehicles, surgical robotics, and more all rely on Jama Connect® requirements management software to minimize the risk of defects, rework, cost overruns, and recalls. Using Jama Connect, engineering organizations can now intelligently manage the development process by leveraging Live Traceability™ across best-of-breed tools to measurably improve outcomes. Our rapidly growing customer base spans the automotive, medical device, life sciences, semiconductor, aerospace & defense, industrial manufacturing, consumer electronics, financial services, and insurance industries. To learn more, visit us at jamasoftware.com