

# Odyssey Use Case

## Firecall

Pantheon's Odyssey Digital Automation Platform tackles the problems of integration, scheduling, routing, approvals, reporting and auditing. Odyssey brings together your existing applications, operating systems, databases in new and exciting ways, and it makes complex interactions faster and more consistent.

This document contains a real-world Use Case of how our customers have used Odyssey to extend their capabilities, bring speed and precision to their work, and allow employees to get more done in less time.

## Firecall

It is vital to lock down systems for security and integrity, but sometimes a locked-down system requires the direct touch of a skilled engineer for specific purposes. Odyssey can orchestrate a firecall to the system in a way that preserves system integrity. An Odyssey project requests the ID that will be using the firecall (or can be constructed to only allow designated IDs), and then Odyssey checks out an ID in Active Directory, SharePoint, SAP etc. and then creates a temporary password, which is then set to expire at a designated time. During this window of time, the user can log into the system and perform the work, and log out when done. Then, the project will check that ID in and remove the password. Odyssey logs the Deployer's request for the firecall, any Approver's for that activity, the system, and the window of time it was active for complete traceability.