

Global Brand Succeeds with Identity Management Strategy

BUSINESS OVERVIEW AND KEY CHALLENGES

A global beverage manufacturer drove new growth by acquiring, improving, and divesting independent bottlers/distributors in regional markets around the globe. As part of this strategy they integrated the acquired companies' IT infrastructure with their own, which introduced redundant systems and increased IT complexity. In the end, they were left with an 'accidental architecture' that operated in a peer-to-peer fashion, rather than the top-down approach taken with most enterprise Identity & Access Management (IAM) deployments. The end result was a complex architecture that had security vulnerabilities and required a large number of IT staff to manage.

NO MAN IS AN ISLAND

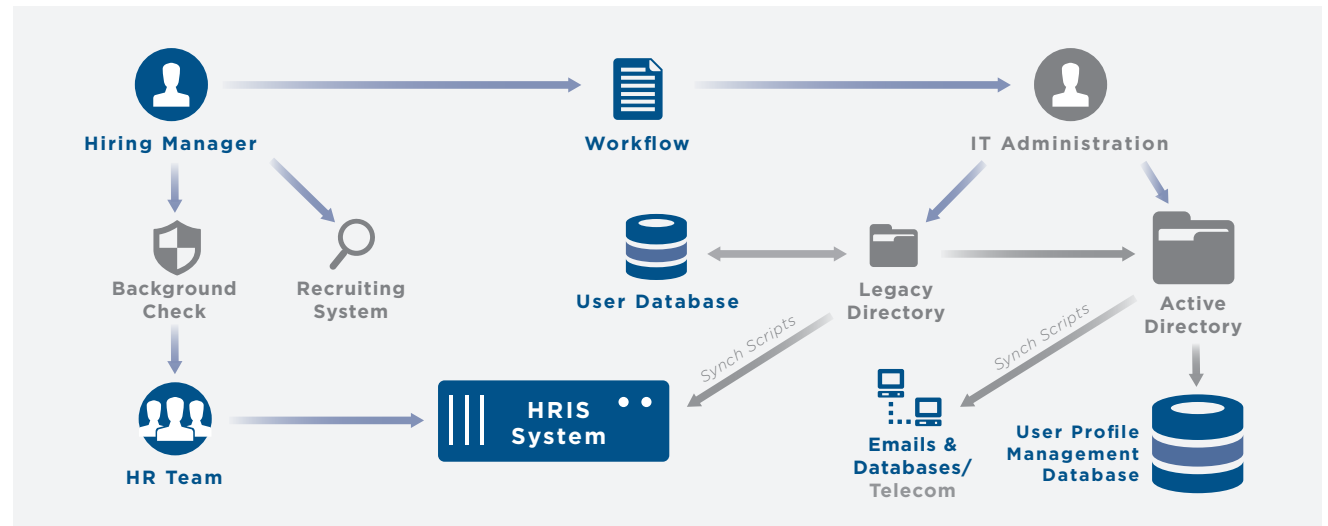
The proliferation of applications and systems created 'Islands of Identity' where systems were managed individually by different administrators and user accounts were not linked together. This decentralized model hurt security, drove inefficiency, and affected IT scalability. It also led to the following consequences for the organization:

AUDIT FINDINGS Auditors found numerous issues tied to security gaps and inconsistent processes.

SECURITY VULNERABILITIES Orphan accounts, inconsistent IT processes and standards, lack of controls.

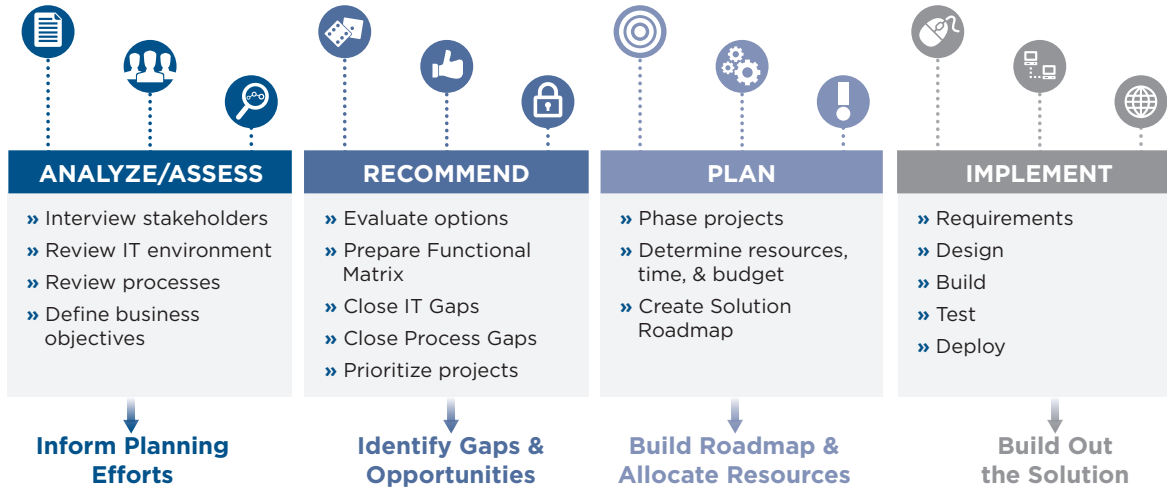
HIGH COST STRUCTURE Users and policies were administered in individual systems, which drove costs up and efficiency down.

PRODUCTIVITY LOSS Users were not able to be productive for several weeks after their arrival because they could not get access to systems, which led to a poor end user experience.



THE IDENHAUS APPROACH

Idenhaus conducted a detailed analysis of the user lifecycle and processes, existing IT systems, standards, and policies. We compared the current environment to the desired end state – a single, central Identity Store to manage all users across enterprise systems – and developed a phased, strategic approach for a new identity infrastructure.



MATURE METHODOLOGY

All projects must align to clearly defined strategic goals and focus upon timely delivery of real benefits to the business. When key stakeholders understand the business objectives, then successful delivery is ensured.

Deliver On Time and On Budget – The most important success factor driven by a mature methodology that minimizes risk and waste.

Focus on the business need - Every decision is evaluated against the business value it delivers.

Collaborate – Proven tools and techniques for eliciting, collecting, and interpreting requirements.

Build from a solid foundation - Agile methods ensure rapid delivery of real business benefit.

ACTIONABLE RECOMMENDATIONS

Idenhaus has years of experience working with customers from diverse industries and understands that strategic recommendations are not valuable if they are not actionable.

Based on a strong analysis - The recommendation is based on a good understanding of the real problem as a result of the Analyze/Assess Phase.

Incorporates Best Practices - When we recommend a specific course of action it is based on consideration of past successes and failures.

Consistent with the Project Objectives - Recommendations are aligned to the strategy and goals of the organization.

SOLUTION

The client received a fully operational IAM solution that integrated with their Human Resources Information System and eliminated large amounts of data entry. More importantly, the implementation of a central Identity Store brought structure and organization to the view of system users, their access privileges, and rationalized the policy environment by providing a framework to build and enforce policies across connected systems. The end result:

- » **Closed high audit findings**
- » **Reduced the cost of compliance by automating labor-intensive compliance processes**
- » **Eliminated key Security Vulnerabilities (Orphan accounts and groups, legacy service accounts)**
- » **Implemented better tools to manage risk during mergers, acquisitions, and divestures**
- » **Closed security hole by detecting and preventing inappropriate access and violations of corporate policy**

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