

CASE STUDY

INDUSTRY HOME IMPROVEMENT RETAIL

CLIENT DESCRIPTION

World's largest home improvement retailer with nearly 400,000 associates and more than 2,500 stores across the US and other countries.

PROJECT BACKGROUND

The client has over 2500 stores worldwide and thus operates a business-critical environment requiring 24/7 operation to support its retail locations and online business. The client wanted to address numerous technical challenges, reduce costs and handle the complexities of a multi-solution environment, many of which were outdated. Some of which included -

- Reducing significantly high-risk exposure
- Conducting security monitoring after a data breach
- Integrating with multiple IAM vendor technologies
- Addressing incidents and outages impacting the business
- Deploying, operating, and enhancing limited in-house skills to the IAM environment

ENGAGEMENT

The client hired Simeio as a strategic partner to address their IAM challenges spanning identity governance and administration, identity administration, access management and federation, privileged access management, and the client's VD. Simeio was engaged to address key security management concerns following a security breach and continued to play a critical role in the innovation and adoption of IAM, security managed services, and technologies.

SOLUTION

Simeio implemented a 24x7x365 hybrid model - on and offshore - for faster and more efficient support and ticket management. From incidents management with zero escalations to application onboarding and support enhancement, Simeio was able to consistently achieve an SLA-based deliverable with 99.9% uptime. The team also cleaned disabled AD accounts and established a seamlessly available mission-critical access management environment. In order to prevent security breaches, the team enabled transactional level monitoring and alerting to prevent issues before they occurred. There was a significant improvement to uptime with consolidated customizations and added capabilities to prevent outages due to upstream or downstream events.

IMPACT



ACHIEVED AN SLA BASED
DELIVERABLE WITH A
99.9% UPTIME



160,000 DISABLED
AD ACCOUNTS CLEANED



2,500 STORES
ENVIRONMENTS COVERED



200 TICKETS
SERVICED PER MONTH



**ZERO
ESCALATIONS**
IN INCIDENT MANAGEMENT



ZERO COST
APPLICATION ONBOARDING
& SUPPORT ENHANCEMENTS

Talk to our Identity Solution Advisors today