Expert Digital Transformation and Centralization for a Global Retail Distributor

Simeio teams up with SailPoint, Ping, CyberArk, ForgeRock, and more

Industry: Retail | **Size:** >20k | **Annual Revenue:** >$5 BN | **Service Area:** Global

THE CHALLENGE:

Fragmented Identity Solutions

A global distributor with over 2,600 locations and nearly 50,000 employees, this enterprise was struggling to scale its identity and access management (IAM) program across a complex, multi-brand environment. Legacy systems, fragmented solutions, and minimal internal resources made it difficult to govern identities consistently across its subsidiaries, regional branches, and international operations.

The organization had invested in leading identity tools like SailPoint, Ping, and CyberArk —but lacked the unified strategy and specialized resources needed to build an enterprise-wide program. As part of a broader "One Company" initiative to consolidate and modernize its security operations, leadership prioritized the creation of a scalable IAM foundation capable of supporting both workforce and customer identity needs.

Previous partners had failed to provide the programmatic guidance or capacity to meet those goals. The business needed a seasoned identity partner to align technologies, people, and processes—and deliver real operational value at scale.

Simeio Competitive Edge

The organization's Global IAM Director had previously worked with Simeio and was familiar with their depth in the identity space. In evaluating new partners for this transformation, Simeio was selected over general IT staffing firms due to its exclusive focus on IAM and demonstrated expertise across multiple technology stacks.

Simeio's long-standing relationships with vendors like SailPoint, Ping, CyberArk, and Microsoft further validated their credibility, but it was their ability to embed highly skilled identity professionals into the client's global security team that sealed the decision. The client needed more than just consultants—they needed trusted advisors and hands-on execution partners. Simeio's delivery model and technical acumen made them the ideal fit to stabilize and scale the program.

IAM Success Plan: Centralizing Complex Identity Needs

Comprehensive Solution

Simeio assembled a team of over 25 dedicated IAM professionals to augment the client's workforce globally. These experts worked across all domains of the client's identity environment, including SailPoint, Ping, CyberArk, ForgeRock, Active Directory, and StrongDM. The team helped consolidate siloed tools, integrate identity processes, and align the IAM strategy with business and compliance needs.

Key objectives included streamlining user lifecycle management, enhancing authentication protocols, enabling single sign-on (SSO), and preparing for future customer identity (CIAM) rollouts. Simeio's team embedded directly into client workflows—offering advisory guidance, implementation capacity, and ongoing program management. They supported initiatives across both cloud and on-prem environments, unifying identity governance for employees, partners, and customers.

Simeio's value extended beyond technology execution. Their IAM experts helped define a long-term roadmap aligned with security maturity goals, automation efforts, and global standardization—advancing the company's "One Company" vision through identity as a business enabler.

Results

Simeio's team of identity professionals delivered quantifiable and high-impact outcomes that optimized and stabilized the client's IAM environment.

The 5 most significant results include:

- **25+ dedicated IAM professionals** supporting global operations across business units and regions
- **Multi-vendor integration** across SailPoint, Ping, CyberArk, ForgeRock, and Microsoft environments
- **Streamlined identity governance** with aligned policies, access roles, and lifecycle automation
- **Enhanced operational maturity** by replacing legacy systems and improving visibility into identity risks
- A **scalable support model** for both workforce and customer identity initiatives, including future CIAM expansion

Now working as the client's ISS (MSP) provider, the client is ready for long-term functionality, enhanced risk posture, and optimized identity operations in support of future growth.

> **Simeio's 25+ IAM experts stabilized a complex environment and enabled future growth, including CIAM.**