



## CASE STUDY

# Leading Global Retailer Selects Optiv to Optimize Resources and Reduce Risk

## OVERVIEW

The security team at a global retailer was challenged with supporting multiple locations, applications and a mix of on-site and remote employees. Security leadership faced an increased risk of breach due to the volume of identities managed – specifically the risk associated with contingent worker credentials. In addition, the team was struggling to meet increasing PCI, SOX and GDPR compliance mandates and to promptly provide audit responses.

Tasked with evaluating, selecting and implementing a more comprehensive Identity and Access Management (IAM) solution set, the team needed to address expanding requirements, including reducing password reset costs and improving visibility in to access. The team did not have sufficient expertise and lacked resources to manage an expansive implementation. This resulted in an increased likelihood that user access requests would be unfulfilled and compliance requirements would not be met. Ultimately, the retailer faced a loss in productivity, potential fines and additional security risks.

## HOW OPTIV HELPED

Optiv's IAM Client Solution Advisor helped the security team clearly align business drivers and define requirements for managing organizational complexity, including infrastructure and business constraints. Optiv's team of IAM experts defined processes, architecture, design and mapped requirements to the ideal technology solution set. Optiv enabled this large retail client to navigate the competitive technology landscape and choose an all-cloud, best of breed solution that provided a comprehensive IAM solution. The security leadership team now has a long-term roadmap that helps reduce risk, easily meet compliance requirements and works within the required financial model.

## INDUSTRY

Retail

## CHALLENGES

- Securing a rapidly expanding network
- Protecting an increasing number of on-site and remote employees
- Meeting growing compliance requirements
- Choosing and implementing a comprehensive IAM solution

## SOLUTION

Optiv's IAM Client Solution Advisor architected an all-cloud, best of breed IAM solution that includes:

- Okta for directory, single sign-on, multi-factor authentication and password reset
- Sailpoint IdentityNow for user lifecycle, access certifications and access requests

## RESULTS

- Alignment of business drivers and defined security requirements
- Easily meet compliance requirements
- Business automation for application access, user lifecycle management and access certification increased productivity
- New programmatic approach to IAM requires minimal resources
- Security team is now able to focus on high priority issues
- Easy-to-understand metrics available to share with the leadership team

Optiv is a market-leading provider of end-to-end cybersecurity solutions. We help clients plan, build and run successful cybersecurity programs that achieve business objectives through our depth and breadth of cybersecurity offerings, extensive capabilities and proven expertise in cybersecurity strategy, managed security services, incident response, risk and compliance, security consulting, training and support, integration and architecture services, and security technology. Optiv maintains premium partnerships with more than 350 of the leading security technology manufacturers. For more information, visit [www.optiv.com](http://www.optiv.com) or follow us at [www.twitter.com/optiv](https://www.twitter.com/optiv), [www.facebook.com/optivinc](https://www.facebook.com/optivinc) and [www.linkedin.com/company/optiv-inc](https://www.linkedin.com/company/optiv-inc).

