National retailer boosts savings with automated provisioning

MATTRESSFIRM®

Mattress Firm cuts risk, speeds provisioning by 90%, saves millions of dollars and governs access to all digital tools including Workday HR and Microsoft Office 365.

Customer:

Mattress Firm

Industry:

Consumer Products

Country:

United States

Website:

www.mattressfirm.com

Challenge

To facilitate rapid growth, Mattress Firm needed to improve system access controls, accelerate onboarding and offboarding, and simplify hierarchical changes.

Solution

Mattress Firm deployed One Identity Manager to automate provisioning and deprovisioning workflows so that employees' system access privileges always reflect their current—and standardized—role.

90% faster provisioning.

4 hours or less for deprovisioning versus 1 week or more.

Doubled the efficiency of IT staff.

83% reduction in IAM server footprint.

Improves security, service levels and innovation.

To drive growth, national retailers must ensure employees have quick access to the digital tools they need to deliver excellent customer service. However, frequent employee turnover, fluid organizational hierarchies, and complex identity and access management (IAM) workflows often slow provisioning and deprovisioning. Not only do these challenges hinder service, but they also increase costs, restrict innovation, and create security risks.

Houston, Texas–based Mattress Firm is well versed in these IAM challenges. With 2,000 stores across 49 states, the nation's leading bedding retailer recognized that its existing IAM solution could no longer meet its requirements. Andy Martinez, manager of application integrations and identity management at Mattress Firm, explains, "Our business is growing quickly, and it's very dynamic. Every week, we have about 40 sales employees coming or going from stores. Onboarding and offboarding had become unmanageable. New employees often had to wait a week to get the right levels of access, and deprovisioning could take even longer." A mix of manual and automated IAM workflows restricted insight and resulted in inconsistencies and errors. And IT staff were spending so much time on IAM, they couldn't develop innovative apps to further boost service.

Gaining a flexible IAM foundation—in just five months

Mattress Firm evaluated new solution options and chose One Identity Manager. "Unlike the other technologies we looked at, One Identity Manager is very flexible and easy to learn and configure," Martinez says. "Customizations do not require a high-level developer. And we really like the simulation function because we can validate changes to accounts and distribution lists before they're made."

To speed deployment and maximize return on investment, Mattress Firm engaged One Identity

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Andy Martinez,
Manager of Application Integrations and Identity Management,
Mattress Firm

Professional Services. "In just five months, we redesigned our IAM workflows using One Identity Manager," Martinez says. "And even though it's much faster at processing everything, One Identity Manager uses just 3 small physical servers instead of the 18 our previous solution required."

Working remotely with One Identity consultants, Mattress Firm's IT staff:

- Automated workflows and implemented single sign-on so that One Identity Manager governs access to all digital tools including the Workday HR platform, Microsoft Office 365, and other systems that manage inventory and interactions with customers, including at point-of-sale.

- Created 400 employee roles with standardized access privileges to ensure consistency.

- Added two-factor authentication for cloud services.

- Streamlined initial application login processes

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by automatically populating field data with information from Active Directory.

- Provided remote training for IT personnel that targeted their specific needs, at a time that worked best for their schedules.

- Automated new leave-of-absence policies that restrict access to employees' benefits and salary information in Workday, which was especially helpful when COVID-19 temporarily closed stores nationwide.

Doubles IT staff efficiency and saves millions of dollars

By deploying a holistic IAM solution with automation, IT staff spend less time on provisioning, deprovisioning and hierarchical changes. "Our engineers get back about 4 hours every day now that we use One Identity Manager," Martinez says. "We'll save millions of dollars a year as a result—and there's less stress and overtime. When our engineers leave work for the day, they're done. They don't have to worry about anything."

Speeds provisioning by 90%

Employees now have 90 percent faster access to the digital tools they need when they start a new position. That's because One Identity Manager automatically detects new and modified staff profiles in Workday—and any changes made to the organization's hierarchies in Microsoft MDM—and immediately provisions access based on employees' up-to-date roles. "Even if there are 40 new hires in one day, we'll have everyone fully provisioned in 4 hours or less with One Identity Manager," says Martinez. "And now that people can start working on day one, we've seen productivity go up everywhere, especially for salespeople and temporary contractors."

Cuts risk and insurance costs

Today, Mattress Firm knows that when an employee leaves a position, their access privileges will automatically be revoked. "We improved our security stance with One Identity Manager," Martinez explains. "Deprovisioning occurs automatically within 2 to 4 hours. And by demonstrating how we've lowered risk, we've even reduced our insurance premiums."

Automated workflows also eliminate errors inherent in manual data entry and inconsistencies in roles' access privileges. With One Identity Manager, IT staff can quickly see who has access to what—and they can immediately generate reports for audits. Two-factor authentication also verifies that people logging into cloud systems are who they say they are. "I can trust our IAM processes now that we use One Identity Manager," says Martinez. "I'm no longer up at night wondering if jobs were completed correctly."

Boosts innovation and customer services

IT staff are using their recouped time to develop apps that improve operations. Giving an example, Martinez says, "We recently stood up a status page for the inventory team that alerts them about POs that are about to be late, so they can notify our people in the field. Before we deployed One Identity Manager, we would not have had the time to work on projects like this."

Business employees are also more efficient in supporting customers. "Single sign-on translates into faster service because customers aren't waiting for a representative to log into multiple systems to check things like delivery status or warranty information," says Martinez. "All our lives are a lot easier now that we use One Identity Manager."

View all One Identity case studies at OneIdentity.com/casestudies

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About One Identity:

One Identity, a Quest Software business, helps organizations establish an identity-centric security strategy. With a unique identity and access management (IAM) portfolio, our award-winning offering includes identity governance, AD-centered IAM, privileged access management and Identity SaaS solutions, One Identity helps organizations secure their enterprise end to end, smoothly make their digital transformation, eliminate identity challenges and reduce their attack surface from internal and external threats. Our unequalled commitment to our customers' long-term IAM success is evident in our 7,500 customers worldwide that rely on us to manage more than 125 million identities. For more information, visit www.oneidentity.com.