How a leading Swiss retailer stays out in front

Genossenschaft Migros Zürich reduces access management by 30 percent while increasing the speed of account provisioning and enhancing governance via report automation

Key Facts

Company
Genossenschaft
Migros Zürich

Industry
Retail

Country
Switzerland

Employees
10,000 (including
Swiss subsidiaries)

Website
www.migros.ch

Challenges

Genossenschaft Migros Zürich wanted to continue to improve access management and simplify processes, including account provisioning and reporting.

Results

The company upgraded its Identity Manager, reducing access management by 30 percent while enabling instant governance reports and portal-based provisioning.

Products

Identity Manager

With more than 100,000 staff, Migros is Switzerland's biggest employer. The company, which launched in 1925, operates the largest chain of supermarkets and hypermarkets across the country, as well as providing travel, finance and leisure services. Migros is organised into 10 regional cooperatives across the county which all function independently. With around 10,000 employees, Migros Zürich and its subsidiaries are one of the biggest of those cooperatives.

Of Migros Zürich's personnel, 3,000 have functional or personal user accounts and potential access to the organisation's 300 IT systems. Genossenschaft Migros Zürich identified this as a major security risk, leaving it open to cybercrime and unauthorised access to sensitive company data. To reduce the risk, the firm decided to deploy Identity Manager. Philipp Werder, head of IT infrastructure services at Migros Zürich, says, "After implementing Identity Manager, we improved security, compliance and transparency thanks to automated workflows and role assignments."

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Upgrade further boosts trust

Migros Zürich then looked to upgrade its Identity Manager solution. "We wanted to take advantage of new features in Identity Manager, such as certain export views for reports. Plus, the latest version offered additional interfaces," says Werder.

Migros Zürich engaged One Identity partner AdNovum to minimise the time and expense involved in the upgrade. Working together, Migros Zürich and AdNovum began an intensive period of testing. "We tested the migration itself as well as all functionalities of Identity Manager to ensure a smooth transition," says Werder. Thanks to the careful groundwork, Migros Zürich successfully moved to the new version in just half a day. "We already had a high level of trust in Identity Manager," he says, "but following the upgrade, that level is now even higher."

30% less time spent on access management

The impact of the upgrade was felt immediately across Migros

Zürich. "Our service desk found it could deal with user-account provisioning or migration directly through our portal," says Werder. "Levels of automation have increased in Identity Manager, enabling us to manage account access in half the time it previously took."

He adds, "Thanks to automation, provisioning and de-provisioning processes at Migros Zürich are now error-free. Every change can be traced at the click of a button, which is essential for our internal governance processes."

Positive impact due to multi-selection feature

Migros Zürich is also managing access more effectively through improved functionality. "The multi-selection feature in Identity Manager has significantly increased efficiency. In the past, access rights had to be authorised individually," says Werder. "Today, service-desk staff can select several users within a single workflow."

Higher satisfaction, greater productivity

Since the upgrade, Migros Zürich personnel have become

more productive through faster access to the applications they need. "Our service desk is more efficient with Identity Manager. This means the queue of people awaiting authorisations is shorter than ever before," says Werder. "Staff gain the access they need faster and we have more time for higher-value tasks and IT troubleshooting."

Expertise smooths transition

For Werder, AdNovum's support was crucial to delivering the upgrade project successfully. "Having the expertise of AdNovum was extremely helpful when we upgraded. It's expertise saved us a lot of time."

About One Identity

The One Identity family of identity and access management (IAM) solutions offers IAM for the real world, including business-centric, modular and integrated, and future-ready solutions for identity governance, access management, and privileged management.

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