

CASE STUDY

Unified IAM governance for leading travel group

Costa Cruises Group uses Identity Manager to solidify a single governance approach for all employees

Key Facts

- **Company**
Costa Crociere S.p.A
- **Industry**
Leisure
- **Country**
Italy
- **Website**
www.costacruise.com

Challenges

- Regulation compliance: GDPR, SOX, PCI DSS
- Unified governance approach
- Manage access and approval flows in a timely manner

Results

- Help-desk queries reduced by 30%
- Eliminated information silos
- Gained a 360° view of governance
- Expedited approval processes

Solutions

- [One Identity Manager](#)

Costa Cruises Group, part of the global giant Carnival Cruises, is a leading Italian travel group based in Genoa. The company includes the well-known cruise lines Costa Cruises, Aida Cruises, and Costa Asia employs over 19,000 employees from 70 different countries.

The company needed a single governance approach for all employees, across many different devices. In addition, managing employee access and approval flows in a timely manner was critical. Also, the company sought strict compliance in its practices for GDPR, SOX, PCI DSS and other regulations.

With One Identity Manager, Costa Cruises Group can manage the identity and access of employee identities across diverse locations and employee roles. The company's help-desk queries have been reduced by 30 percent, and management has the real-time governance view it needs for expedited access approvals. Finally, cumbersome manual processes have been eliminated, so the company can manage data with confidence and ease.



“Identity Manager is a great benefit for us.”

Lara Mereu, Identity and Access Governance Specialist, Costa Cruises

About One Identity

One Identity helps organizations get identity and access management (IAM) right. With our unique combination of offerings, including a portfolio of identity governance, access management, privileged management and identity as a service solutions, organizations can achieve their full potential – unimpeded by security, yet safeguarded against threats. Learn more at OneIdentity.com