

The logo for Turnkey, featuring the word "TURNKEY" in a bold, sans-serif font. The "T" and "U" are in orange, while the rest of the letters are in white. A thin orange horizontal line is positioned above the letters.

### Business profile

Turnkey's client is in the business of home improvement retailing. Over 50,000 employees serve consumers and trade professionals in stores across over seven countries. The rapid growth of online shopping as customers demand more choice, speed and convenience is creating increased sales opportunities for the multinational retailer, with physical stores now operating as digital hubs for click and collect services.



## Creating a roadmap to best practice identity and access management for multinational retailer

### Challenge

To support significant business development and combat the ever-growing threat of cyber-attacks, Turnkey's client continuously works to minimise risk exposure and manage user access by giving employees the right tools and expertise to secure their business-critical applications.

But the complexity of managing large numbers of locations and employees while maintaining effective security controls and user access authorisations is a constant challenge. In addition, unauthorised access and other vulnerabilities are an increasing threat with the rapid acceleration of digital and cloud technologies.

Turnkey's client has Identity & Access Management (IAM) technology in place to ensure its people were accessing the right systems. It also deploys Privileged Access Management (PAM) to provide elevated access to sensitive systems within the organisation. These were managed with user IDs, single sign-on and multifactor authentication.

The client now wished to review its approach to the existing solutions, exploring how best to provide these services by adopting a more holistic and future-proofed strategy to its entire userbase and IT landscape.

## Benefits

- The resulting strategy document and outcomes will help Turnkey's client to make key decisions about where to invest over the next three years to provide business value.
- The client will safeguard its business and reduce risk, ensuring the right governance company wide.
- Significant cost reduction will be achieved by lowering the costs of user administration and technical support.
- The retailing client has gained clarity into where and how quickly it can achieve ROI and how to target those specific implementation projects.

## Solution

The retail organisation engaged Turnkey to conduct an independent review of its existing access management programme and create a single strategy that would deliver the best outcomes in the long-term.

Turnkey undertook an in-depth approach to understand its client's business processes and requirements. Turnkey's business analysts reviewed documentation and conducted interviews, actively engaging with key stakeholders. Detailed assessment and information gathering identified potential gaps in the PAM, IAM and passwordless technologies and processes.

Drawing on its own expertise in risk management, proven benefits-driven methodology and previous experience of working with the client, Turnkey was

able to align the information to the client's business drivers and create a roadmap with priorities for the business to consider onboarding. As part of the process Turnkey also assessed the latest technologies on the market and associated costs, and where possible arranged product demonstrations. This identified those technologies and vendors that would meet the client's requirements going forward.

The output focused on the rationalisation of the client's requirements for identity, privileged access and passwordless access, a rough order of magnitude costing to support budget decisions, and a three-year strategic plan to help the organisation achieve ROI on the items identified in the shortest time.



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