

End to End IAM Enhancement & Support for Australia's Largest Department Store



About Customer

Customer is Australia's largest department store chain by store number, operating 275 stores throughout the country. Products it sells include branded clothing, cosmetics, homewares, electronics, fitness, and consumer electronics.

www.happiestminds.com

Strategy & Objectives

No support team to monitor user **identity and access management** to resolve any issue

- No dedicated testing team to validate any development activity
- Dedicated team to deploy new work on production environment was not available
- Unavailability of the team to perform access review on a regular interval

Service Offered

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- Happiest Minds and Cube Networks team provide end-to-end user identity and access management with Microsoft Identity Manager
- Supporting user account onboarding/offboarding, termination/deletion of accounts from databases and restoration of the same, synchronization of identity data across systems, such as Active Directory and HR, resolving the issues related to password registration portal, synchronization of identity data across systems, such as Active Directory and HR
- Handling MIM maintenance activity, creating new connectors for new applications, testing activities

Digital Security Delivered

- Improved user experience in terms of getting their issue fixed on their corporate accounts
- Improved visibility into who has access to what by regular access review and improved support & monitoring activity with a new team
- AD object clean-up; proper RBAC analysis and deployment; and process optimization lead to a more streamlined a well-controlled enterprise-level identity management system
- Drastically reduced Total Cost of Operations (TCO)

Write to us business@happiestminds.com

About Happiest Minds Technologies

Happiest Minds Technologies Limited (NSE: HAPPSTMNDS), a Mindful IT Company, enables digital transformation for enterprises and technology providers by delivering seamless customer experiences, business efficiency and actionable insights. We do this by leveraging a spectrum of disruptive technologies such as: artificial intelligence, blockchain, cloud, digital process automation, internet of things, robotics / drones, security, virtual/augmented reality, etc. Positioned as 'Born Digital. Born Agile', our capabilities span digital solutions, infrastructure, product engineering and security. We deliver these services across industry sectors such as automotive, BFSI, consumer packaged goods, e-commerce, edutech, engineering R&D, hi-tech, manufacturing, retail and travel/transportation/hospitality.

A Great Place to Work-Certified™ Company, Happiest Minds is headquartered in Bangalore, India with operations in the U.S., UK, Canada, Australia and Middle East.

