

South African Retailer Optimizes the Handling of their Staff with Omada

How Omada has helped one of South Africa's largest online home shopping retailers optimize the handling of their staff



About Integralis:

Founded in 2008, Integralis IT Consultancy is a South African consulting and managed service provider with a niche focus in the realm of cloud enablement and identity, access and governance management. With a vast amount of experience and skills in the competency of Microsoft consulting and identity management, Integralis has built a portfolio of services and technology offerings to empower and secure business operations both on-premise and in the cloud.

While seasonal and casual workers present a significant opportunity for companies to make the most of busy periods such as the summer and Christmas, they also introduce a substantial challenge to the IT team who must ensure that they have access to all the systems they need to do their job without compromising security and compliance. Working with our local partner Integralis IT Consultancy, Omada was selected to deliver an identity and access governance solution for one of South Africa's largest e-commerce and online retail groups.

The challenge of seasonal workers

Whether they work on the shop floor, drive delivery vans, or provide customer service, temporary workers often need the same levels of access to business systems as permanent employees, which can cause challenges for the company. For one of South Africa's largest home shopping retailers, selling homeware merchandise and financial services across the region, this means a high volume of staff movement each month, and a full-time workforce of 2200+ employees, involving a complex web of permission and entitlement management.

Specifically, this involves managing the full lifecycle of accounts and permissions:

- Onboarding new employees across many sites in a short period of time, giving them access to a wide variety of both on-premises and cloud-based applications
- Limiting access to systems so that seasonal and full-time workers can only see the information they need and no more
- Maintaining an accurate list of temporary and ongoing workers and their existing access rights
- Getting in control and staying in control of Active Directory accounts
- Disabling access for seasonal or terminated worker's when they leave the company
- Proving to auditors that the organization is in control of who has had access to resources over time

An additional layer of security

The complexity of managing the full lifecycle of seasonal and ongoing employees is further complicated by the necessity to comply with the Protection of Personal Information (POPI) Act. Activated in South Africa in 2013, the POPI Act ensures that companies are forced to establish policies and enforce compliance to avoid financial penalties.



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South African Retailer



The identity lifecycle management processes of the Omada Identity enables the company to identify Active Directory accounts without owners and provide the managers with an opportunity to either assign an employee or contractor as owners, or to delete the account as appropriate. Once the company had taken control of its user identities, it used a combination of the identity lifecycle management, access requests, and role and policy management processes to ensure that users only have access to the resources they need on an ongoing basis. It is also able to ensure that new employees are given the right level of permissions from their first day of employment.

This has resulted in the company being confident that they are protecting the valuable information stored in their critical business systems against theft and non-compliance with regulations while ensuring the productivity of employees.

For the customer's Group Operations Manager, the ease of being able to conduct audits, adhering to such rigorous compliance requirements is a significant value-add; *“Not only do we have a single interface from where we can see all permissions assigned to an individual, but we can also report on all historic events, and provide our auditors with reports to prove our compliance. Omada Identity has drastically reduced the incidents logged due to lack of permissions in new roles or for new employees”*.

Omada, a global market leader in Identity Governance and Administration (IGA), offers a full-featured, enterprise-grade, cloud-native IGA solution that enables organizations to maximize efficiency, reduce risk, and meet compliance requirements. Founded in 2000, Omada delivers innovative identity management to complex hybrid environments based on our leading technology, proven best practice process framework, and best-in-breed deployment approach.

www.omadaidentity.com | info@omadaidentity.com

