

Coca-Cola Hellenic Bottling Company

World's Third Largest Bottler of Coca Cola
Optimizes Identity Management With Omada



Coca-Cola Hellenic Bottling Company

Country: Switzerland

Industry: Consumer Products

Solution: Omada Identity

Coca-Cola Hellenic Bottling Company (CCHBC), the world's third-largest bottler of Coca-Cola, faced challenges managing access for its 40,000 employees across 29 countries. Their legacy SAP-based solution struggled to keep up with frequent user access changes, impacting productivity.

The Need for Modern IGA

In a quest to overcome the limitations of their legacy SAP-based system, Coca-Cola Hellenic Bottling Company (CCHBC) transitioned to Omada Identity in 2020. CCHBC's outdated solution struggled to keep pace with their dynamic access needs, leading to provisioning inefficiencies and continuous disruptions. Omada Identity, with its modern, secure, and flexible approach, offered a powerful alternative to manage the entire identity lifecycle for CCHBC's vast workforce and technical accounts within Microsoft Active Directory.

Key Improvements After Omada Identity

- **Automated Processes:** Omada automated provisioning tasks, eliminating manual processes and reduced provisioning times by 80%. In one instance, Omada automated the assignment of over 1 million tasks within a week, a feat impossible with manual efforts.
- **Improved Efficiency:** Streamlined workflows and self-service capabilities empowered users and reduced help desk tickets.
- **Enhanced Security:** Omada enforced strong security policies and provided complete visibility into CCHBC's identity landscape, enabling proactive risk management.
- **Global Reach:** Omada seamlessly integrated with business-critical apps and systems including SAP HCM, Active Directory, Azure AD, ServiceNow, and over 220 offline systems, ensuring consistent access management across a vast infrastructure.

Impact on Business

- **Simplified Access Management:** Omada provided a central platform for requesting and granting access to business resources, simplifying processes and improving information distribution across systems.
- **Reduced Disruptions:** Omada's automatic provisioning ensured that users have uninterrupted access, significantly improving overall business continuity.
- **Collaboration and Expertise:** The close collaboration between CCHBC and the Omada team has been instrumental in achieving success. Omada's IGA expertise ensured CCHBC leveraged best practices and avoided unnecessary configurations.

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Liliya Toncheva,
Product Manager IAM and CIAM at CCHBC



CCHBC is proud of the IGA project’s rapid implementation, achieved within six months, highlighting the efficiency of Omada’s methodology.

Getting the Most Out of Omada

“Omada has simplified processes related to identity management in terms of granting users access to different resources. In a company like ours, people need information for various reasons. By having a central identity governance solution like Omada, it helps us simplifying processes not only in terms of granting access, but also in terms of distributing information across systems, standardizing them.” Liliya Toncheva, Product Manager IAM and CIAM at CCHBC

Liliya Toncheva, Product Manager IAM and CIAM at CCHBC, emphasizes the importance of collaboration across teams and departments to maximize the value of Omada. A strong relationship with the Omada team allows CCHBC to leverage ongoing support and expertise.

CCHBC’s success story demonstrates how Omada empowers organizations to achieve efficient, secure, and scalable identity governance.

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.

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