

Client Overview

Loblaw Companies Limited (Loblaw) is Canada's largest food distributor and a leading provider of drugstore, general merchandise and financial products and services. In 2009, Loblaw asked N8 Identity to oversee the management of their identity and access management infrastructure, comprising 136,000 employees across more than 1,000 corporate and franchised stores.

Services Provided

- 24x7 managed service of the entire IAM infrastructure, including application servers, web servers, directories, user stores and databases
- Provide consulting expertise on solution architecture, system tuning and performance and overall strategic direction
- Advise on monitoring configuration and notification thresholds
- Follow ITIL best practices for incident, problem, configuration and change/release management
- Provide consulting expertise for design and implementation of new components and features

Solution Details

- Responsible for design, configuration, deployment, testing and support for IAM ecosystem using primarily CA technologies (CA SiteMinder & Federation, IdentityManager, Role and Compliance Manager, eTrust Directory, eTrust Access Control, eTrust SSO)
- *Access Control*: Single Sign On to multiple package and custom applications including Remedy, Clarity, LMS (via Federation) and others
- *Provisioning*: create, modify, disable/deletion of user accounts across multiple endpoints comprised of both packaged and custom connectors
- *Attestation*: support the periodic review process with data loads from manual source systems

Results

- Stabilized struggling IAM implementation
- Increased data integrity by updating approximately 20,000 user records to reflect more accurate data from various sources
- Upgraded numerous connectors and endpoints (Active Directory 2008, Exchange 2010, Remedy 7.6)
- Implemented fixes for performance tuning environment stability
- Upgraded to most recent versions of products
- Aligned environment configuration to enable more efficient promotion of fixes and enhancements

Contact

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