

CUSTOMER PROFILE

Meijer Stores



Meijer is a regional chain that operates more than 150 stores throughout Illinois, Indiana, Kentucky, Michigan, and Ohio.

Business Challenge

To make a smooth transition from a client/server infrastructure to web-based computing.

EMC Solution

RSA Access Manager centralizes and automates user privilege management and implements role-based access. It also offers single-sign-on capabilities so that users may conveniently access multiple applications with one username and password. The implementation of the RSA Access Manager solution has accelerated business by enhancing security and reducing administrative costs.

Business Benefits

- Complete solution—RSA Access Manager provides centralized management, single-sign-on across multiple applications, customizability, and ease of integration.
- Timely implementation—RSA Professional Services helped re-launch the pilot in time for the busy holiday season; working on an accelerated 12-week schedule, the RSA team helped ensure the access management solution was “production-ready” by Thanksgiving.
- Reliability, scalability, security—In just three months, web access management was extended to more than 125 applications, providing employees with SSO across a large percentage of the company’s computing infrastructure.

RSA helps a leading retailer make a smooth transition from a client/server infrastructure to web-based computing

Acceleration

When deciding to move to a web-based environment, Meijer Stores selected RSA® Access Manager, from RSA, The Security Division of EMC, to centralize and automate user privilege management and implement role-based access.

In addition, RSA Access Manager offered single-sign-on capabilities so that users may conveniently access multiple applications with one username and password. The implementation of the RSA Access Manager solution has accelerated business by enhancing security and reducing administrative costs.

Meijer Stores are well known throughout the Great Lakes region. Founded in 1934 and still run by the Meijer family, the company is legendary for its friendly service, huge selection, and low prices.

Until recently, Meijer ran its business on a client/server infrastructure, operating a small data center in each store. When the retailer decided to switch to a web-based environment, web access management was identified as a critical solution component.

Coping with multiple identities

“In the past, user administration was delegated to the stores and access policies were managed at the file server level,” said Nick McCollum, Senior Technology Specialist at Meijer. “This resulted in many employees having multiple identities. It also led to access policies being inconsistently applied. One of our key goals was to centralize and automate user privilege management and implement role-based access. We felt this would enhance security and reduce administrative costs.”

Unfortunately, the web access management software that had been chosen wasn’t equal to the task. During a five-store pilot, employees couldn’t reliably access key applications. As a result, they sometimes couldn’t print out shelf tags and display signs, and sales associates couldn’t cash out during shift changes.

Despite numerous attempts, the software vendor couldn’t remedy the problem, so McCollum did some research. Impressed with what he read about RSA Access Manager web access management software, he contacted RSA.

The right product, the right people

“RSA Access Manager software offered everything we were looking for,” said McCollum. “It provided centralized management of user identities and access privileges, single-sign-on across multiple applications, customizability, and ease of integration. Every time we said, ‘Gee, it would be nice if the product did such and such,’ we would find that it does.”

Meijer was equally impressed with RSA Professional Services, which helped re-launch the pilot in time for the busy holiday season. Working on an accelerated 12-week schedule, the RSA team helped ensure the access management solution was “production-ready” by Thanksgiving, when retailers traditionally halt all major IT changes so they don’t disrupt business. “The quality of support

we received was outstanding,” said McCollum. “They realized how important this was to us, took it to heart, and did everything they could to deliver on time.”

From pilot to production

The rejuvenated pilot—which allowed employees in five stores to access two key applications via the web—was a big success. “The RSA Access Manager solution was trouble-free,” said McCollum. “And because of its flexibility and customizability, we were able to make the switchover transparent to our employees.”

“After months of dealing with a web access management product that simply didn’t work, we called RSA. An engineer came in one morning and had RSA Access Manager software installed in our lab by the end of the day—and working as advertised. We were thrilled. That was typical of our entire experience with the RSA Access Manager product and the RSA team.”

Nick McCollum, Senior Technology Specialist

Once the holiday shopping season was over, Meijer was eager to replicate the new web-based capability across the whole chain. Using a repeatable process developed during the pilot, Meijer was able to bring a dozen stores online every week, allowing the company to complete the rollout to the entire chain of stores by the end of the summer.

Additionally, Meijer found it easy to add RSA Access Manager software protection to other applications. In just three months, web access management was extended to more than 125 applications, providing employees with SSO across a large percentage of Meijer’s computing infrastructure.

Robust and reliable

“RSA Access Manager software is a robust solution that was clearly designed with the idea that there are different platforms and web environments and there is a need to support and integrate with all of them,” said McCollum. “The product is also great in terms of reliability and scalability. This is allowing us to consolidate and standardize on one security infrastructure for our entire environment.”

Looking to the future, McCollum noted that RSA Access Manager software allows an enterprise to use whatever back-end LDAP directory it prefers. “We may move to Microsoft Active Directory in a couple of years,” he said. “The fact that RSA Access Manager software supports Active Directory gives us confidence that we can keep our security infrastructure in place, even if we change something as significant as our directory service.”

About Meijer Stores

Starting from a single grocery store founded in Greenville, Michigan during the Great Depression, Meijer has grown into a regional chain that operates more than 150 stores throughout Illinois, Indiana, Kentucky, Michigan, and Ohio. Still a family-owned business, Meijer stores are open 24 hours a day, 364 days a year, closing only on Christmas Day.



EMC Corporation
Hopkinton
Massachusetts
01748-9103
1-508-435-1000
In North America 1-866-464-7381
www.EMC.com

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