



## Client Story

# Retailer Triples Identity Secure Score With Modern Cloud Ops & IT Strategy

Keeping pace in a fast-moving industry, a major retailer leaned on Insight to streamline back-end operations with an updated cloud structure — and a more secure foundation for future growth.

## The vision: Scalable cloud operations for future growth

As a long-standing fashion retailer, this business's brick-and-mortar stores are found in shopping malls across the U.S. Its online presence launched in the early 2000s, and the company has since increased its reach, opening storefronts in more than 30 countries across the globe.

Originally, the client had created its cloud structure in-house, on an as-needed basis. Because the network was created in the early stages of companies moving online, the structure was not built with a global transition in mind. So after years of a piecemeal Cloud Ops approach, it was time to create a unified, secure network environment that could scale with upgrades and expansion.

## A strategic way forward

Retail leaders knew a stronger, more cohesive network was needed to better secure customers and employees, clarify user roles, and create a more seamless user experience overall. For the first round of updates, the retailer wanted to ensure all aspects of the cleanup were completed as securely as possible, compliance measures were on track to pass, and a Single Sign-On (SSO) implementation was completed. From there, further enhancements could be discussed.

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Industry:  
Retail

## The challenge:

Create an economical, healthy cloud landing zone for future growth and seamless user interaction.

## The solution:

A comprehensive health check of the landing zone leading to on-premises upgrades, quick fixes and SSO implementations

## Insight provided:

- Multiphase migration strategy
- Upgrades to production
- Upgrades to legacy identity environment
- Security-focused assessment of Azure Landing Zone and Active Directory

## Insight services:

- Consulting Services
- Security Services

The company enlisted our help in conducting a health check of its Azure® Landing Zone and Azure Active Directory® (AD), as well as in discussing options for SSO implementations and future improvements. At the start of this engagement, the retailer was already in the middle of an upgrade on an AD environment. Together, we made a strategic plan — ensuring that the upgrade would finish with the newest version, and that improved performance would enable smooth integration of subsequent updates and add-ons.

With an open line of communication, Insight assessed the client’s Azure Landing Zone from a security perspective, making a list of items that were in good condition, and those that needed updating. The same was done for the AD on-premises. From there, we could immediately tighten security of the landing zone, clean up the AD, implement an SSO experience for users, and create a foundation for structured expansion, as discussed.

### The outcome: A 3X improvement in secure identity score and long-term alignment to best practices

Today, the retailer has reshaped global admin access. With an audit of current user role assignments, the company has strategically reduced its once ad hoc user base from 16 to five and enabled multi-factor authentication. Insight has also helped the client shift to Webex® pointing to the Azure AD rather than Active Directory Federation Services (ADFS) on-premises, completing the desired SSO implementation.

Using quick fixes, Azure Security, and Azure governance and connectivity, the client’s identity secure score has tripled, moving from 16% to 53% — with a projected short-term target of >60%. We now also have short-term targets of increasing the subscriptions secure score to above 80% and passing all 44 controls of regulatory compliance.

The new, updated Azure AD Connect server and future-state governance blueprint provided by Insight laid strong groundwork for further applications and developments for the client, its employees, and its customers. Insight and the client continue to work together to elevate user experience and online security.

## Benefits:



**Drastic improvement of identity secure score (from 16% to 53%)** and continuing to climb

**Complete passing of all 44 controls for regulatory compliance**



**Fortified security on the back end, creating trust among users**

**Seamless, global communication for administrators**



**Well-defined user roles, protecting sensitive information**

**Single Sign-On feature for ease of use**

