The Foschini Group
Safeguarding Security and Enhancing Efficiency with CA Identity Manager and CA Identity Governance

CLIENT PROFILE
Industry: Retail
Company: The Foschini Group
Employees: 20,000

> "We can be flexible and agile without compromising security."

Kevin Day
Head of Information and Security, IT Governance and Risk at TFG

Security that doesn't impact the user experience

The retail fashion industry is fast-paced and competitive. The Foschini Group (TFG) needs to provide its employees with a seamless IT experience to maximise efficiency, while safeguarding customer and employee data. Kevin Day, Head of Information and Security, IT Governance and Risk at TFG, explains, "Digitalisation of the retail value chain has enabled us to provide better services to our customers, but we must ensure that our systems remain secure to comply with data privacy regulations."

With CA Identity Manager and CA Identity Governance, TFG has been able to open up its systems while protecting against unauthorized access to systems and data. "The CA Technologies solutions simplify and automate identity and access management, which means we can enhance our security posture without impacting the user experience," says Day.

Role-based access management
With more than 22 brands and 2,500 retail stores selling clothing, footwear, jewellery, sportswear, mobile phones and homeware, TFG is one of South Africa's leading fashion retailers.

It has more than 20,000 employees, many of which rely on quick and easy access to the company's IT systems to perform their jobs and deliver an exceptional retail experience to customers.

TFG originally had many manual user administrative processes, which meant that provisioning user access to key systems was often inefficient and time-consuming. "User request forms were completed by line managers, sent to IT operations and dealt with manually to provide access entitlements to systems," explains Day.

To automate this process and secure its internal systems, TFG implemented CA Identity Manager and CA Identity Governance.

"Using the CA Technologies solutions helps us enforce the 'principle of least privilege'," explains Day. "By providing users with the access rights that only relate to their role, we can reduce the likelihood of unauthorized access and potentially reduce security incidents."

As well as protecting access to employee and customer data, the solutions have also increased efficiency and business agility. For example, employees in the company's financial service division are frequently seconded to other roles within the business. With the CA Technologies solutions, it is easy to provide near real-time provisioning of these users to the seconded roles allowing us to be flexible and agile without compromising security," says Day.

Secure foundations for the future

Future plans for strengthening and simplifying security include integrating CA Identity Governance with TFG's IT service desk to enable self-service provisioning for applications, desktops, laptops and mobile devices. "Eventually, we'd like to integrate the CA Technologies solution with our biometric system, which grants access to our buildings," says Day.

TFG plans to take its self-service capabilities further by leveraging the password self-service functionality of the CA Identity Suite. This will significantly reduce the number of calls to TFG's IT service desk.

With fewer IT administration tasks and greater staff productivity, TFG is able to free up staff for more strategic activities. "Automating identity and access management removes the burden from the IT team, enabling us to focus on our core mission of introducing greater innovation to the retail industry," concludes Day.

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