Wawa Implements Omada Identity Suite

Omada Identity Suite and Microsoft FIM 2010 Replaces SUN IDM System

Country: USA

Industry: Retail

Profile:

Wawa, Inc., a privately held company, began in 1803 as an iron foundry in New Jersey. The first Wawa Food Market opened in 1964 as an outlet for dairy products. Today, Wawa is your all day, everyday stop for fresh, built-to-order foods, beverages, coffee, fuel services, and surcharge-free ATM's. A chain of more than 600 convenience retail stores (300 offering gasoline), Wawa stores are located in Pennsylvania, New Jersey, Delaware, Maryland and Virginia and now Central Florida. The stores offer a large fresh food service selection, including Wawa brands. Wawa employs 18,000 associates throughout portions of New Jersey, Pennsylvania, Delaware, Maryland and Virginia.

Solution:

Omada Identity Suite; OmadaWorkflow Builder and SAP MA

Wawa, a convenience retailer, with operations throughout Mid-Atlantic US and Florida, has selected Omada Identity Suite and Microsoft's Forefront Identity Manager (FIM 2010) to replace its existing SUN identity management (IDM) system.

Essential SUN Replacement

Faced with the fact that SUN IDM would no longer be supported and that a complete identity and access management (IAM) re-implementation would be required, Wawa revisited their needs and sought a solution that was aligned with their current business environment and requirements.

A crucial requirement for Wawa was the need for a flexible solution that would handle diffe-ring requirements for corporate employees as well as their retail employees: An end user facing portal solution with advanced workflow functionality, strong policy management, and strong back-end integration to SAP. Further, Wawa was looking for a solution that was much simpler to deploy and maintain – utilizing configuration instead of coding.

After a detailed assessment process Wawa concluded that Microsoft FIM 2010, combined with Omada Identity Suite, was a clear choice to meet their requirements of today, as well as providing an excellent platform that can be expanded and changed in sync with their business.

Chris Martella, Access and Identity Management Team Lead at Wawa says: *"We are really looking forward to having a solution that is configurable as opposed to the extensive amount of coding that is required for SUN IDM. FIM and Omada was a clear solution choice for us due its user friendliness and capabilities of adapting to our business."*

Flexible Drag 'n Drop Workflows for a Multi-tiered Environment

Of primary importance to Wawa was an intuitive access request process for retail employees. The request process needed to be role-based (containing both SAP and AD access), have default and selectable time-limits, as well as multi-approvals and auto-approval depending on the selection. On top of this, the process had to be so intuitive that no training would be necessary.

To meet these important requirements, Wawa selected Omada Workflow Builder for FIM 2010, a powerful software module which enables Wawa to define their business processes centrally and graphically using a drag 'n drop designer.

A simple push of a button is all that is needed to validate the designed business logic and to transform the business logic into executable workflows in FIM 2010. This also makes it easy to migrate the changes between all environments (dev, test, qa, prod).

Advanced SAP Integration with Omada's SAP MA

A key Wawa requirement for the selected platform was that the solution with the advanced workflows and end user facing portal could easily integrate with SAP to enable fully automated provisioning and de-provisioning of SAP accounts and roles based on event triggers. Omada's SAP Management Agent (Connector) for FIM 2010 makes this possible.

> **"** *Omada was a clear solution choice for us due its user friendliness and capabilities of adapting to our business."*

- **Chris Martella**,
Access and Identity Management, Team Lead, Wawa

Rolf Olsen, Vice President R&D at Omada says: *"Through our numerous FIM/SAP integration deployments, we have gathered important experiences about best practices for creating seamless integration between Microsoft and SAP platforms. Our advanced Management Agent is built to support such sophisticated integration requirements, including provisioning and de-provisioning of users as well as reading and updating objects from SAP ECC."*

Overall, Omada's FIM/SAP connectivity pack enables organizations to:
- ✓ Combine FIM 2010, SAP, and AD in integrated identity management scenarios
- ✓ Manage granular entitlements in SAP and streamline SAP access request processes using FIM 2010
- ✓ Take full advantage of the SAP Master Data for identity management through unique SAP Data Services developed by Omada
- ✓ Use FIM 2010 to support auditing and compliance scenarios across SAP and AD
- ✓ Take advantage of SAP GRC-AC in combination with FIM 2010 for identity management

Omada Workflow Builder for FIM 2010

Omada's Workflow Builder for FIM 2010 is a software module under Omada's suite for FIM 2010. The Omada Workflow Builder for FIM 2010 is designed to move FIM projects onto the fast track, and provides a unique method to build and publish human centric workflows based on FIM 2010. Omada's solution unleashes a new level of efficiency in FIM projects and drives additional business value out of FIM 2010:
- ✓ Reduces time spent on workflow development and modification by enabling consultants to configure business processes by using simple drag 'n drop functionality
- ✓ Limits the cost of FIM 2010 implementation by utilizing a powerful project accelerator to deliver FIM projects faster
- ✓ Provides clean accurate overviews of workflow architecture
- ✓ Easily migrates workflows between all environments (dev, test, qa, prod)
- ✓ Provides a framework that ensures all workflows follow best practices in development

Omada Identity Suite

Omada Identity Suite integrates seamlessly with various systems including Microsoft Forefront Identity Manager 2010, Active Directory (AD), and SAP to deliver a complete identity solution, that includes processes for:

- ✓ Advanced role based access control
- ✓ Compliance reporting and attestation
- ✓ Workflows with approval
- ✓ Self-service processes
- ✓ Separation of duties (SoD)
- ✓ Delegated administration
- ✓ Closed loop auditing
- ✓ Data Cleaning

![Omada logo]

About Omada
Founded in 2000, Omada is a fast-growing, independent IT company with offices in Europe and North America. Omada provides identity management and access governance solutions and services. Omada's innovative product portfolio offers customers an integrated set of core services including identity lifecycle management, compliance control, provisioning, and access risk management.

Microsoft Partner
Gold Identity and Access
Gold Application Development