

Key Facts

Company

Commercial Vehicle Group

Industry

Transportation

Country

United States

Website

www.cvgrp.com

Driving compliance and safeguarding data

Commercial Vehicle Group cuts user access reviews from months to weeks and achieves regulatory compliance with automated identity and access management

Challenges

Commercial Vehicle Group needed to eliminate manual processes for managing user access in order to better comply with industry data protection regulations.

Results

- Automates identity and access management
- Reduces user access reviews from two months to two weeks
- Achieves regulatory compliance
- Simplifies manual, time-consuming processes

Products

Identity Manager

For Commercial Vehicle Group, effective monitoring of IT user access is absolutely critical. The company, which supplies products and systems for commercial vehicles and heavy-duty trucks across the globe, must ensure that the right employees have access to the right information in the organization's 13 enterprise resource planning (ERP) systems. Ensuring the right access plays an essential role in the company's ability to comply with Sarbanes-Oxley Act (SOX) requirements for safeguarding data. "We need to be ready when external auditors review our IT general controls each year," says Melissa Bowhers, senior IT compliance analyst for Commercial Vehicle Group. "They review anything from our user access and de-provisioning to elevated privilege accounts and password requirements."

Although the organization had formal processes for managing user access compliance, these processes were manual and inefficient. For example, the user access review process required system admins to extract data from their systems and then it was imported into 39 different spreadsheets. As a result, there was no easy way to identify user access changes.

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Melissa Bowhers, Senior IT Compliance Analyst, Commercial Vehicle Group



“Even though we passed our SOX audits, it was clear that the manual processes were unsustainable,” says Bowhers. “We needed a better solution.”

Automating user access management with Identity Manager

Commercial Vehicle Group chose to implement Identity Manager, an identity and access management solution that streamlines the management of user identities and access privileges. Using Identity Manager, Commercial Vehicle Group can automate account creations, assign access, and unify identities, passwords, and directories using enhanced management capabilities.

The organization initially implemented Identity Manager to manage new-hire, termination, and transfer procedures. Following the success of this deployment, the company began using the solution to manage its Segregation of Duties (SoD) remediation process. To automate the SoD process, the company created 14 new key entitlements and set up workflows and rules in Identity Manager for entitlement approval groups. These groups can now document the mitigating control for approved SoD conflicts.

Achieving regulatory compliance

Using Identity Manager to automate identity and access management, Commercial Vehicle Group is more confident in its ability to achieve Sarbanes-Oxley compliance. “To date, we have passed our Sarbanes-Oxley compliance audits, and Identity Manager has been instrumental in helping us do that,” says Bowhers. “In addition, approval reasons are now documented and auditable, and approval groups are restricted to specific owner groups.”

Simplifying complex manual processes

Commercial Vehicle Group has greatly simplified its formerly complex, time-consuming identity and access management processes, empowering SoD entitlement approval groups and other line-of-business users to manage these procedures. “We have removed the complex process to generate user access reviews, and we have streamlined the new-hire, termination, and transfer processes by using Identity Manager,” says Bowhers. “This has helped us free up resources that were bogged down by inefficient processes. I am now able to manage change management and all

of IT compliance. I could never have done this before Identity Manager.”

Reducing user access reviews from two months to two weeks

Previously, Bowhers would spend three weeks preparing the user access reviews, waiting three weeks for the business managers to review access, one week working with the system admins to make the changes requested by the managers, and a final week repeating the process to verify the data had been removed. Now, the company can complete this entire process in two weeks. “We have greatly reduced the time it takes to review user access, which also saves money because of the reduced need for resources during the process,” says Bowhers. “We are transforming user access management at our company by using Identity Manager.”

About One Identity

The One Identity family of identity and access management (IAM) solutions, offers IAM for the real world including business-centric, modular and integrated, and future-ready solutions for identity governance, access management, and privileged management.

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