

Pulse2011



Safely Driving a Successful Identity and Access Environment – Caltex's Journey

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Who is Caltex?

- Caltex Australia is Australia's leading transport fuel supplier and convenience retailer and the only integrated oil refining and marketing company listed on the Australian Securities Exchange.
- Caltex's commitment to operational excellence includes the protection of information and access to systems across its Retail, Engineering and Corporate businesses



What is Caltex's business?

- Three business areas
 - -Retail
 - Company owned
 - Franchisee
 - Direct sales
 - -Engineering
 - -Corporate



Caltex challenge Retail

- Faster on-boarding of identities
 - -Petrol stations
 - -Online services
- Cloud application authentication
- Franchisee model
 - Delegation of authority
 - Reporting and Auditing
- No Account Management services



Caltex challenge Engineering

- Fast on-boarding of contractors
 - -Business activities that rely on short-term staffing
 - Delegated to managers
- Visibility of access for users
- Group management
 - Delegated to owner



Caltex challenge Corporate

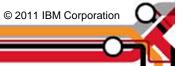
- Desire for cloud-based apps
- Requirement to manage enterprise and cloud service Identities
- Simple enhanced user experience
- Technology refresh





Challenges and lessons learned

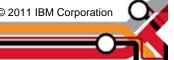
- Rapid application development
- Demand Management
- Strategic plan and stick to it
- Take on opportunities





What is the future roadmap for IAM at Caltex?

- Further investment in Enterprise Role
- Further Federation
- Manage systems based on user profiling
- Orchestration of Confidential Information Protection



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Questions?



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