



Bet you didn't know that ...

Tivoli software can help you rapidly bring new employees on board and facilitate compliance efforts.



Highlights

- Enable employees to be highly productive by giving them access to precisely the applications they need
- Help reduce the administration costs associated with security management by automating repetitive tasks
- Facilitate efforts to comply with regulatory requirements and industry standards
- Help improve collaboration and information sharing along the value chain, particularly with larger suppliers

How can you maintain information and application security without burdening store and IT staff?

Managing the large number of users in any organization is a significant challenge, but it is especially acute in the retail industry. Because retail employees turn over more rapidly than in most industries and because retail organizations have large seasonal staffing requirements, users must quickly be brought on board and given access to the data and tools they need to serve their customers.

At the same time, retail organizations must maintain the security of their systems. When employees leave the organization, their user identities must be closed quickly. Each employee should have a unique user identity to enable you to track each employee's actions. Access to your information and applications should be role-based, so that employees cannot misuse

resources. And you must document controls that prevent loss of revenue and protected information, to address regulatory requirements such as Sarbanes-Oxley and industry standards such as the Payment Card Industry (PCI) data security standard.

Plus, your organization must consistently manage security across the ever-increasing number of devices in your business — including the point-of-sale devices, kiosks, PDAs and mobile devices that your employees and customers rely on.

Under these conditions, the burden on your IT administrators is significant. The cost of managing user identities is acute in retail organizations. And when IT staff perform the repetitive tasks involved manually, errors creep in that open the door to potentially expensive security vulnerabilities.

Centralized, automated security management is the key

IBM Tivoli® security management solutions for retail help you maintain the security of your systems in a way that enables all your employees to be highly productive and efficient. Tivoli software enables you to centrally manage user identities across your enterprise and consistently enforce role-based access to your resources. You can use Tivoli software to centralize the security management of the wide range of heterogeneous devices that



are geographically dispersed across your business.

A composite example that represents the experiences of several retail organizations helps demonstrate the potential benefits of Tivoli security management software. This retailer has more than 500 stores, more than 10,000 employees and several data centers. The company struggles whenever users are hired, promoted or terminated: it can take weeks to add, update or erase user accounts. This inefficiency harms the retailer's ability to demonstrate Sarbanes-Oxley compliance, its employee productivity and its security.

Because security for each application is managed independently, employees must log into each individually. They also must maintain user identity and password information for each application. Many passwords are written down, creating security vulnerabilities. Others are frequently forgotten, forcing IT staff to reset passwords on a regular basis.

By automating and centralizing its user identity and access management functions with Tivoli software, the retailer could:

- Rapidly add or delete users to help drive productivity (of both IT and store staff) and close security vulnerabilities.

- Provide audit trails for role-based restrictions of price changes, hiring decisions, discount authorizations, returns and other issues related to preventing loss, which would help reduce not only the costs of that loss but also the operations costs associated with responding to audit requests.
- Enable employees to sign on once to access the wide variety of applications they need, so they can spend less time logging in and more time serving customers.

In addition to using manual processes to manage user identities, the retailer manually exchanges information with partners. For example, the company does not have a secure way to automatically share inventory information with suppliers. As a result, the retailer must identify reorder points on its own and initiate communication with suppliers. Minor delays and oversights create out-of-stock conditions that frustrate the retailer and its customers.

Tivoli security management solutions can help the retailer share data across its network of business partners without sacrificing the integrity of its data or systems. By sharing information in this controlled fashion, the company could enable suppliers to know when the retailer is running low on a product and ship additional units before a problem occurs.

Take advantage of Tivoli software

Tivoli security management solutions from IBM have been designed to meet the requirements of retail organizations. Address your security management requirements with proven solutions such as:

- *IBM Tivoli Identity Manager*, automating the business processes of provisioning and deprovisioning users in compliance with your organization's security policy.
- *IBM Tivoli Access Manager software*, helping you authorize role-based access to all your resources and delivering single sign-on capabilities to users.
- *IBM Tivoli Federated Identity Manager*, managing identity and access to resources that span companies or security domains, helping business collaborate securely.
- *IBM Tivoli Federated Identity Manager Business Gateway*, providing an entry-level, open standards-based way to collaborate with customers, partners, agents and/or suppliers.
- *IBM Tivoli Security Operations Manager*, centralizing and storing security data from throughout the IT infrastructure.

These solutions also help a retail organization facilitate compliance efforts by rapidly closing vulnerabilities related to users whose responsibilities change or who leave the organization, consistently administering access policies and automating security tracking to make it easier to respond quickly and thoroughly to audit requests.

When you're ready to meet today's retail challenges, turn to Tivoli software.





For more information

To learn more about how IBM can help your retail organization manage security, drive employee productivity and control IT administration costs, contact your IBM representative or IBM Business Partner, or visit ibm.com/tivoli

About Tivoli software from IBM

Tivoli software provides a comprehensive set of offerings and capabilities in support of IBM Service Management, a scalable, modular approach used to deliver more efficient and effective services to your business. Meeting the needs of any size business, Tivoli software enables you to deliver service

excellence in support of your business objectives through integration and automation of processes, workflows and tasks. The security-rich, open standards-based Tivoli service management platform is complemented by proactive operational management solutions that provide end-to-end visibility and control. It is also backed by world-class IBM Services, IBM Support and an active ecosystem of IBM Business Partners. Tivoli customers and partners can also leverage each other's best practices by participating in independently run IBM Tivoli User Groups around the world — visit www.tivoli-ug.org

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