

Compass Group UK & Ireland gains smarter, more efficient digital access management

Learn how Access: One from Pirean provides Compass Group's employees with single sign-on, password self-service, and identity management capabilities – all from a single point of control.

Supporting thousands of users

Every day, Compass Group UK & Ireland serves food for millions of customers and provides facilities management services to businesses. To make it all happen, the group relies on a workforce of approximately 100,000 people – many of whom are employed on a temporary basis.



With such a large and variable employee base, Compass struggled to ensure that each user had reliable and convenient access to the information and services they required to work effectively.

Tobias Patterson-Jones, Integration and Security Architect at Compass Group UK & I, explains: "In the past, different areas of the business all had their own siloed approaches to Identity and Access Management, which limited our visibility and control of user accounts.

"Not only did this increase the administrative burden on IT staff, it also led to security concerns. As we lacked a clear view of which users had access to which applications, it created a risk that certain employees might be accessing information to which they were not entitled. As we become a more agile business, with users connecting from multiple devices and locations, we needed to make it easier to grant access without compromising security."

Finding the right solution

To gain greater insight and control over user identities and access rights, Compass chose to adopt Pirean's Access: One. Compass can now manage and synchronise access to a wide range of corporate services, including email, enterprise resource planning and business process management systems.

Compass Connect, the company's collaboration platform, uses Access: One software from Pirean to provide user authentication, federated identity management, single sign-on capabilities and a single point of control and audit.

Tobias Patterson-Jones comments: "We wanted an agile, end-to-end solution that would give us a central point of control for all aspects of user lifecycle management. Access: One from Pirean was a perfect fit to enhance our IDAM platform. We really like the fact that we can add new components as and when they are needed, as this means

Executive Summary

CHALLENGE

Compass faces a difficult task when it comes to providing thousands of employees with swift, secure and reliable access to the systems and services they need to perform their functions. How could the company best manage employee identity and access rights across its vast operations, cut administrative effort, and provide a better experience for business users?

SOLUTION

The company's collaboration platform, Compass Connect, uses Pirean's award-winning Identity and Access Management solution, Access: One to deliver secure access to enterprise applications, data and services from any device. Access: One provides Compass's employees with single sign-on, password self-service, and identity management capabilities – all from a single point of control.

RESULTS

- Tightens security by ensuring that only authorised users have the right access to the right applications, data and services;
- Helps staff work more productively by providing rapid, reliable access – anytime, anywhere, from any device – without compromising on security; and
- Reduces helpdesk calls through advanced employee self-service capabilities, driving greater IT efficiency and lowering operational costs.

PRODUCTS AND SERVICES

- Access: One
- Pirean Professional Services

“Access: One makes life easier for both our IT team and the colleagues we support. More automated access management saves IT staff huge amounts of time and effort, and provides fast, secure access to applications and information, helping everyone to work productively.”

Tobias Patterson-Jones
Integration and Security Architect
Compass Group UK & I

that the solution can grow and adapt as our requirements change. For example we can now rapidly deploy single sign-on to SaaS solutions with minimal development.

“We’ve formed a close partnership with Pirean, and work closely with their development, consultancy and support teams. Being able to draw on this kind of end-to-end support from Pirean is a great advantage. They understand our business and have helped us build a solution that is truly tailor-made for us. Having one point of contact for any questions or issues is also a big plus.”

Straightforward Identity and Access Management

Access: One provides streamlined access to multiple applications, such as the human resources portal, ERP, email and more. The Pirean solution ensures user identity and access rights are fully controlled, enabling or barring access as appropriate.

By automating the provisioning and deprovisioning of access rights in this manner, Access: One accelerates access for users, improves security and reduces administration.

Similarly, if a new employee needs access to the portal, they simply visit the Compass Connect homepage, click a link to register, and are guided through a seamless self-service process driven by Access: One. The platform automatically pulls each employee’s details from the HR system and uses them to create the required new user profile with the appropriate request for authorisation.

Access: One ensures convenience and speed in giving employees access to the tools they need to do their jobs, boosting productivity, reducing user frustration and getting new employees up and running faster than before. The solution also reduces IT and HR administration by automating a large number of tasks that previously required manual input.

Tobias Patterson-Jones comments: “The Pirean solution saves significant time and effort both in IT administration terms and for our employees. For example, previously, if users forgot their passwords, they would have to contact our helpdesk to reset the password. The helpdesk is not open 24/7, so if users got locked out of their accounts outside of normal business hours, they were essentially stuck until the team returned in the morning.

“Today, if an employee needs to reset a password, they can do it for themselves in the Compass Connect portal, powered by Access: One. This process has reduced helpdesk calls significantly, and ensures that staff can always access the applications they need – while maintaining tight security.”

Tobias Patterson-Jones concludes: “Access: One makes life easier for both our IT team and the colleagues we support. More automated access management saves IT staff huge amounts of time and effort, and provides fast, secure access to applications and information, helping everyone to work productively.”

About Compass Group

Compass Group UK & Ireland has over 60,000 employees and works in over 10,000 client sites.

Every day Compass serves over three million people and produces over one million meals.

With over £1.9bn turnover, Compass constantly innovates to find new and exciting ways to deliver great food and support services to every one of their clients.

About Pirean

Recognised experts in Identity and Access Management, Pirean delivers best-practice solutions through Software and Consulting Services, supporting organisations in enabling people to securely access systems and services. Pirean’s client portfolio includes organisations of every size across every industry – with deployments supporting B2C, B2B and B2E solutions.

For more information contact inquiries@pirean.com or visit www.pirean.com

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