



Timken's Streamlined Customer Identity, Access, And Consent Management With SAP Customer Data Cloud

Introduction

The Timken Company, a global leader in bearings and power transmission products, operates in 42 countries and is renowned for its innovation in engineering and manufacturing. As the company expanded its range of products and services, the Timken IT team faced significant challenges in managing user identity, access, and consent across various applications.

Background

Timken's commitment to engineering excellence extends to its IT infrastructure, yet the team encountered multiple challenges:

- User Password Fatigue
- Manual Provisioning/Deprovisioning Processes
- Compliance Visibility Issues
- Siloed User Directories
- Remote Work Access Management
- Application Integration Updates
- Suboptimal Utilization and Lack of Best Practice Insights
- Inconsistent Access to On-Prem and Cloud Applications

Objectives

The primary objectives for implementing SAP Customer Data Cloud were to:

- Streamline user identity and access management
- Enhance security and compliance visibility
- Facilitate efficient remote work access
- Integrate on-premises and cloud applications seamlessly

Solution Strategy

After evaluating numerous Identity, Access, and Consent Management tools, Timken decided on SAP Customer Data Cloud for its comprehensive capabilities. They partnered with ASAR Digital, known for their expertise in implementing complex IT solutions.

SAP Customer Data Cloud Integration

- Implementing SAP CDC to centralize and streamline user identity and access management.
- Integrating SAP CDC with existing on-premises and cloud applications.

Training and Knowledge Transfer

- ASAR Digital provided extensive training to the Timken team for managing the SAP CDC application post-implementation.

Solution

User Password Fatigue

- Implementing single sign-on (SSO) capabilities to reduce password fatigue.

Manual Provisioning/Deprovisioning

- Automating user provisioning and deprovisioning processes to minimize errors and improve efficiency.

Compliance Visibility

- Utilizing SAP CDC's advanced reporting features for better visibility into access and compliance.

Siloed User Directories

- Consolidating user directories within SAP CDC for unified management.

Remote Work Access

- Ensuring secure and efficient access for remote workers through SAP CDC.

Keeping Integrations Updated

- Leveraging SAP CDC's compatibility and integration capabilities to keep application integrations current.

Varied Administration Models

- Standardizing administration models across applications through SAP CDC.

Suboptimal Utilization and Insight Gaps

- SAP CDC's analytics and best practices guidance to enhance utilization and insights.

Consistent Access Management

- Ensuring consistent access to both on-premises and cloud applications.

Results and Benefits

Enhanced Security and Efficiency

- Improved security measures and operational efficiency in identity and access management.

Compliance and Visibility

- Better compliance management and visibility into user access across systems.

Streamlined Operations

- More efficient processes with automated provisioning/deprovisioning and single sign-on.



Empowered IT Team

- The Timken IT team is now well-equipped to manage user access and identity effectively.

The Outcome

The Timken Company's implementation of SAP Customer Data Cloud, in partnership with ASAR Digital, has significantly transformed their approach to identity, access, and consent management. This strategic move not only streamlined their IT operations but also enhanced security and compliance, positioning them for continued success in the global market.

If you need help with Identity, Access, and Consent Management solution, reach out to team ASAR!

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