



CUSTOMER CASE STUDY

ROSSMANN Relies on ForgeRock® for Superior Digital Identity Management

Consumers across Germany, Poland, the Czech Republic, and other countries in the European Union (E.U.) are familiar with the distinctive red ROSSMANN logo. The E.U.'s largest drugstore chain operates 4,000 stores and has a significant online presence. ROSSMANN's digital footprint encompasses its ecommerce stores and multiple online applications and services that need to be regularly accessed by its 56,000 employees all over Europe. The large, geographically dispersed organization was finding that employees were unable to remotely access their systems. ROSSMANN now uses the [ForgeRock Identity Platform](#) to centralize access to digital resources for all employees and create a superior and consistent user experience.

Challenge

ROSSMANN-IT, the in-house business partner to the organization's corporate departments, is responsible for the availability and strategic development of IT systems in stores, as well as logistics for its warehouse locations, headquarters, and e-commerce systems. In addition, the group oversees employee applications and services, such as the eLearning platform, travel booking, and expense systems. These services, as well as others, need to be available to all of ROSSMANN's employees throughout Europe. Prior to implementing ForgeRock(R), these systems could not comprehensively map the identity of all its employees. In addition, employees did not have remote access to common services.

The IT team knew it was time to explore ways to modernize its systems, including a new identity and access management (IAM) system. The primary goal was to optimize and digitize business processes so that all ROSSMANN employees could access the IT systems, data, and applications they needed to do their jobs. The IT team also wanted to create a more uniform, efficient experience – with clean, simple interfaces for everyone. Finally, they needed an IAM solution that was flexible and scalable enough to allow future developments in the centralized solution.



"We have created a user-friendly ROSSMANN identity for our employees with the new central authentication platform."

Manuel Fierlej
System Administrator, ROSSMANN

CUSTOMER

ROSSMANN is a German-based organization that owns and operates thousands of health and beauty retail shops in multiple countries across Europe. The global retailer markets a vast array of consumer goods – from cosmetics and hygiene to pet care and food.

HIGHLIGHTS

4,000

With more than 4,000 outlets, ROSSMANN is on the Deloitte list of the top 250 global retailers.

56,000

Over 56,000 employees rely on digital services like an eLearning system, expense reporting, and travel booking.

Solution

In the search of the right IAM system, ROSSMANN tested three different solutions and decided to go with the ForgeRock Identity Platform for its flexibility, agility, and security. Working collaboratively with its partner reseller and system integrator Acando, ROSSMANN was able to go live with the first set of functionalities in just three months.

Results

Now that the ForgeRock Identity Platform has been deployed, ROSSMANN has all the advantages of a scalable and flexible modern IAM system:

- » The system can easily adapt to changing requirements and enables the IT team to deploy new services faster than before.
- » Users can manage their accounts themselves, such as unlocking accounts and resetting forgotten passwords. Usability and efficiency have increased significantly with these self-service administration capabilities. And this benefits employees and the company's IT staff.

"We have created a unified, user-friendly ROSSMANN identity for our employees with the new central authentication platform. The platform incorporates satisfaction and trust – our top priorities. The cooperation with ForgeRock and Acando enables us to effectively fulfill these high requirements," says ROSSMANN System Administrator Manuel Fierlej.

"The platform incorporates satisfaction and trust – our top priorities."

Manuel Fierlej
System Administrator, ROSSMANN

About ForgeRock

ForgeRock, the leader in digital identity, delivers modern and comprehensive Identity and Access Management solutions for consumers, employees and things to simply and safely access the connected world. Using ForgeRock, more than a thousand global customer organizations orchestrate, manage, and secure the complete lifecycle of identities from dynamic access controls, governance, APIs, and storing authoritative data – consumable in any cloud or hybrid environment. The company is privately held, and headquartered in San Francisco, California, with offices around the world. For more information and free downloads, visit www.forgerock.com or follow ForgeRock on social media.

Follow Us

