

# CGT

CGT was struggling to manage employee profiles and access rights for its large, geographically dispersed workforce. By selecting NetIQ® Identity Manager and NetIQ Access Manager™, CGT has improved the speed and efficiency of identity management, enhanced security and ensured that IT is more responsive to requests from the business.



### Overview

Compagnia Generale Trattori (in English, the General Tractor Company, CGT) is the official Caterpillar dealer for north and central Italy. Through its 26 branches, CGT sells, services and leases the entire CAT range of earthmoving and mining machinery, diesel engines and industrial gas turbines.

### Challenge

With approximately 950 employees distributed among 26 branch offices in two independently operated divisions, CGT found it challenging to manage user identities and access rights across dozens of different corporate applications.

Updating users' profiles was a slow, largely manual process that required significant effort from the IT department. This created delays and left the business frustrated; requests could take several days to complete. Further, user information was highly inconsistent across the

company's different systems and users were spending significant amounts of time logging in and out of these systems.

CGT wanted to automate its manual identity and access management processes to reduce costs, increase IT's responsiveness and improve security.

### Solution

After evaluating several potential solutions, CGT decided to implement Identity Manager and Access Manager. CGT uses IBM i platform alongside Microsoft Windows and also has large Lotus Domino and SAP environments, so the ability to work across a variety of software environments was one of CGT's deciding factors.

"We needed a solution that would work with our heterogeneous environment and that would offer pre-built connectors to standard enterprise software such as SAP and Lotus Domino," said Claudio Passoni, systems manager for CGT. "Identity Manager was the ideal solution. We also selected NetIQ because of the positive feedback we heard from other companies using the same solutions."

To design, implement and roll out its new identity and security management solution, CGT worked with three external partners: Unisys Italia was the lead partner and project coordinator, Aglea handled modifications to CGT's SAP solutions and Netstudio implemented NetIQ technologies. "The three partners were critical to the success of our implementation,

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### CLAUDIO PASSONI

Systems Manager  
CGT



### At a Glance

#### ■ Industry

Distribution

#### ■ Location

Italy

#### ■ Challenge

CGT wanted to automate its manual identity and access management processes to reduce costs, increase IT's responsiveness and improve security.

#### ■ Solution

Use Identity Manager to centrally manage identities and use Access Manager to extend authentication seamlessly over the web.

#### ■ Results

- + Accelerated and automated new-user account provisioning
- + Increased security and control of users
- + Introduced greater transparency, providing better information to the company

**“With the NetIQ technology, we have complete transparency, making it much easier to manage our users.”**

**CLAUDIO PASSONI**

Systems Manager  
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helping us to get the maximum business value from the NetIQ solutions,” said Passoni. CGT and its partners are rolling out the new NetIQ solutions across the entire company. With Identity Manager, IT can centrally manage identities that it previously managed in dozens of different directories and applications. Access Manager enables the company to extend authentication seamlessly over the web, simplifying and securing remote work through enterprise portals.

“The NetIQ solutions give us much greater clarity regarding our user population,” said Passoni. “In the past, it was difficult to see who had access to which systems and this raised some potential security issues.”

In the near future, CGT plans to roll out NetIQ SecureLogin, which will provide single sign-on capabilities across their environment.

## Results

CGT’s Identity Manager deployment has accelerated and largely automated new-user account provisioning, reducing delays for employees and cutting IT’s workload.

“With Identity Manager, we can create automated workflows to provision new users when they are created in the SAP human resources solution,” said Passoni. “Setting up new users takes a matter of minutes, and when we make changes to user information, they are automatically synchronised across all connected directories and systems—so the NetIQ solution saves us significant amounts of time and effort.”

The transparency that Identity Manager has brought to user management helps the IT department provide better information to the business and enables greater responsiveness to change requests. It also resolves potential security issues by disabling user accounts when employees leave.

“We now have an increased level of security and control over users, which also means greater control over the flow of information throughout the company,” said Passoni. “Access Manager enables us to extend this security more easily to remote offices and makes it faster and easier for employees to access their applications.”



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