

Global manufacturing company unifies fragmented data to enable new services

With a global manufacturing capabilities and large network of dealerships around the world, this customer is looking to expand its services, while achieving efficiencies with smarter solutions.

To expand its offering, the company wanted to create

new self-service tools and an after sales revenue stream, via a partner and customer portal.

This required strong authorization capabilities for a number of APIs and access to currently inaccessible and hidden data stores.

Opportunity



After sales revenue stream for global partner and customer base



Leveraging self service to reduce overheads and improving customer experience



Greater ROI on services



Achieving significant efficiencies on ineffective processes

Challenge: clunky integrations and legacy systems slowing growth

In order to achieve a self-service offering and after sales portal, the company was faced with a significant challenge. Former ways of providing access enabled by API security had proved insufficient for the task at hand. In addition, the legacy systems in place required clunky integrations and high consulting costs.

Not only is this a challenge to manage, but it directly affects the customer experience, presenting a fragmented user journey.

Enabling a seamless customer experience, requires leveraging a unified data view for centralized and intelligent access decisions. A unified data view, where identity data is aligned and enriched with business data, can provide critical context and insight to inform granular and complex access decisions.

Further, with appropriate and centralized authorization management, data can be accessed within a single interface, rather than the customer having to leave one application to find the data in another.

Solution: Centralized granular authorization, leveraging an integrated and unified data view

With IndyKite's solution, all authorization decisions could be externalized from the applications for centralized granular management. This enables simpler management while also enabling much more intelligent and complex access decisions.

By unifying identity data (of people, systems, machines APIs and digital products) with business data, the customer could then leverage a contextualized view of each data set and identity.

Using **Knowledge Based Access Control (KBAC)**, the company designed authorization protocols to support their complex use cases. This enabled the customer to design new self service tools and made the data available for bespoke after sales revenue opportunities.

The new service tooling and after sales revenue stream will not only provide growth for the company, it has also achieved efficiencies while enabling much faster application development.

IndyKite delivers



Granular and centralized authorization management



Unified data later to increase application development speed and operate smarter



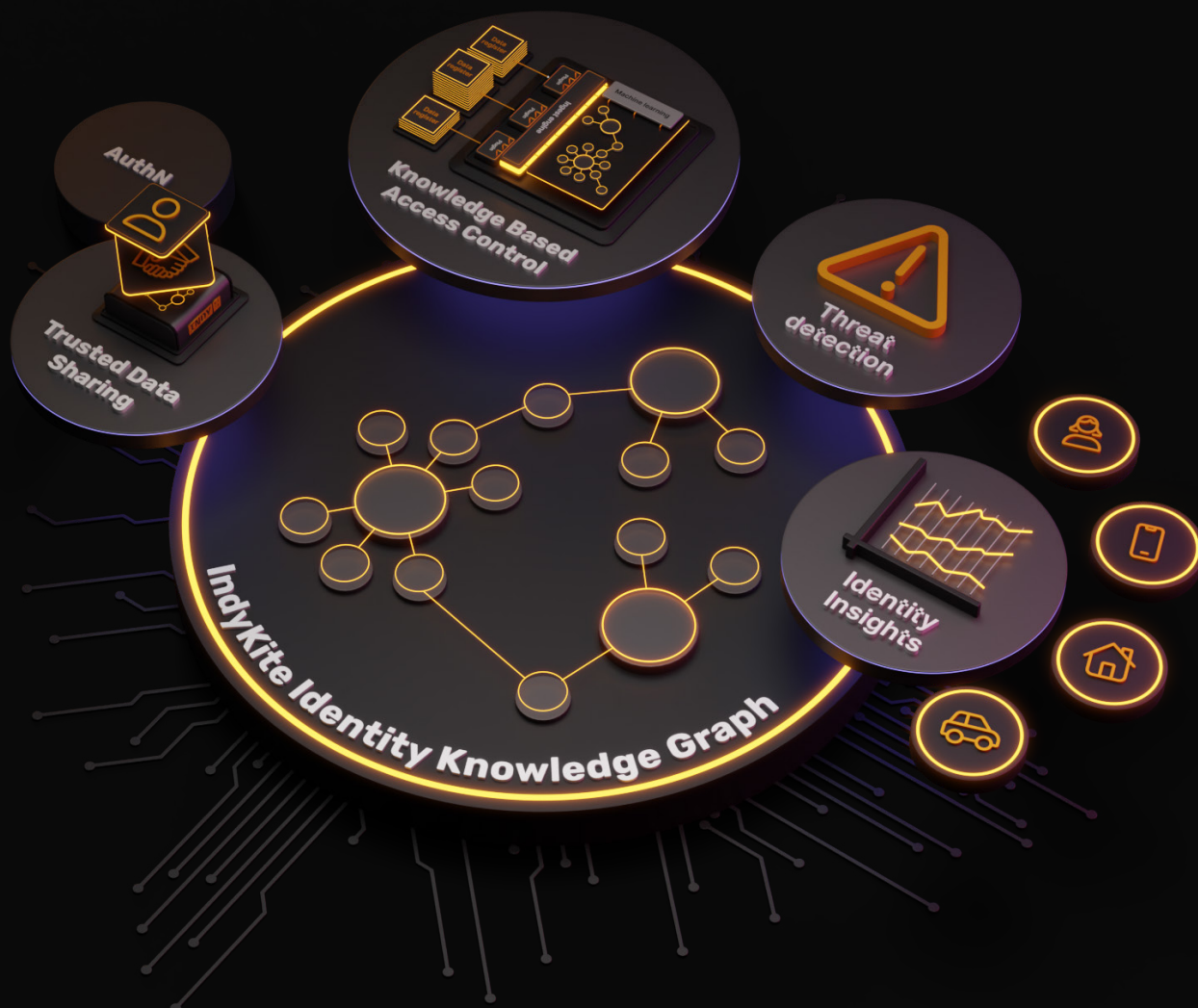
Secure sharing of protected data within ecosystem



Strong authorization for API integrations



Increased revenue while cutting costs from legacy systems



Want to learn more?

For more information on how IndyKite can help you unify your identity and business data to enable new services, [Book a Demo](#).



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