Global manufacturing company reduces cost with a unified, operational data layer

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 a centralized data model to unite and manage the applications and integrations of their partner and customer ecosystem.

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: the cost and tech burden of managing extensive point-to-point integrations

In order to achieve a self-service offering and after sales portal, the company was faced with a significant challenge. Former ways of managing their partner ecosystem were high-touch, placing immense burden on the IT staff. These legacy integrations cost the organization both time and money, challenging the overall time to market for new products and services.

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

Enabling more flexible, scalable integration management requires leveraging a unified data view for centralized application and ecosystem management. A unified data view, where identity data is aligned and enriched with business data, can provide the visibility and flexibility the IT team needs to better serve their business counterparts and enable faster time to market.

Solution: Centralized application management, leveraging an integrated and unified data view

With IndyKite's solution, all integration and authorization decisions could be externalized from the applications for centralized granular management. This enables simpler management, visibility and execution of a large partner ecosystem.

By unifying identity data with business data coming from various applications across the stack, the customer could then easily manage authorization decisions from a single access point, versus application to application.

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 centralized management of authorization services across their portfolio delivered significant cost savings and efficiencies in the tech stack service, enabling much faster application development.

IndyKite delivers

Granular and centralized authorization management

Unified data later to increase application development speed and operate smarter
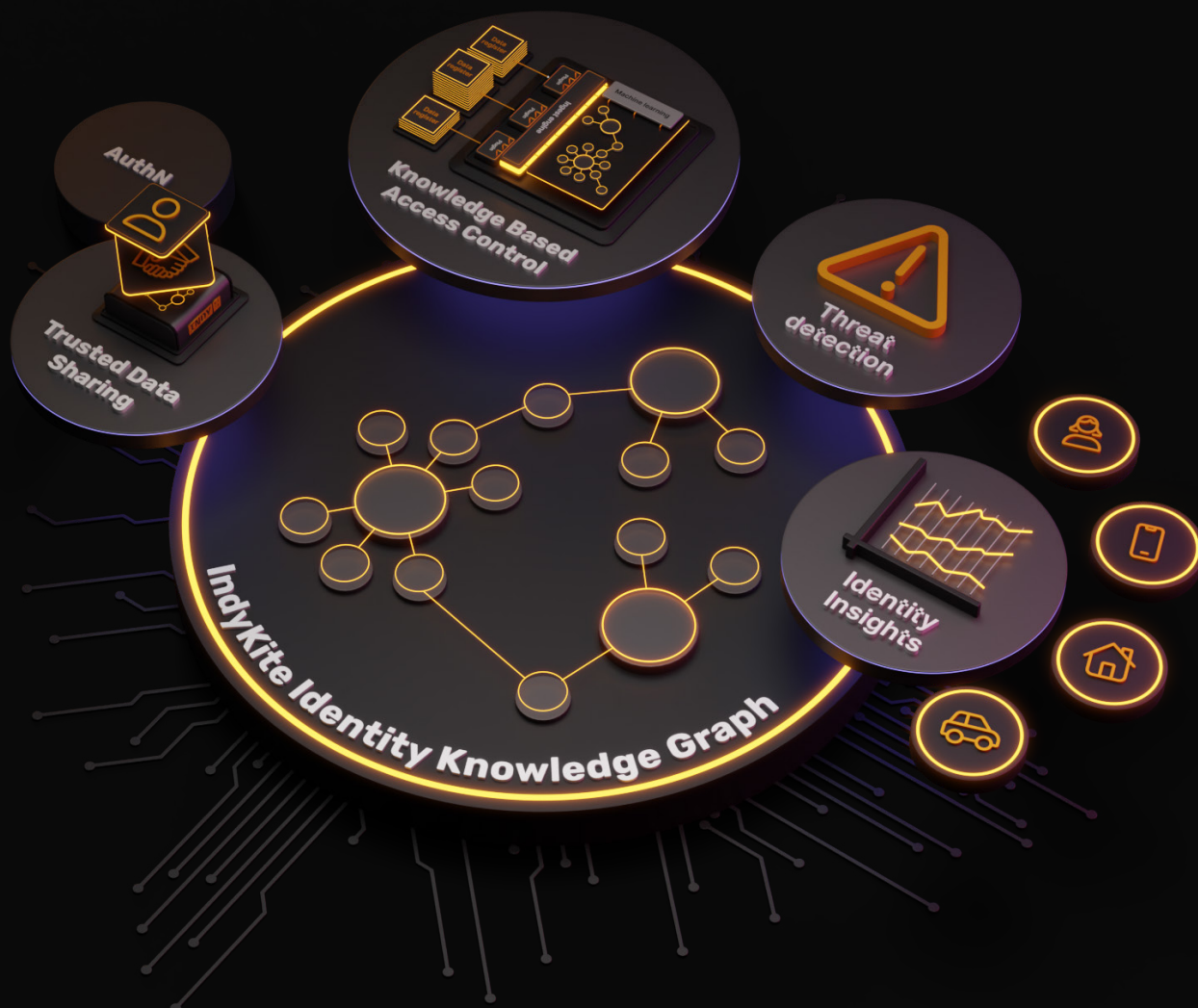
Increased flexibility within ecosystem, enabling better customer journeys

Strong authorization for API integrations

Reduced costs of operating point-to-point integrations

Want to learn more?

For more information on how IndyKite can help you leverage a unified data layer, Book a Demo.