Saviynt

Petco Modernizes Identity Governance for Enhanced Efficiency

Rapid ROI from Saviynt IGA

petco.

Overview:
Petco is "where the pets go" to find everything they need to live their best lives — from their favorite meals and toys, to trusted supplies and expert support from people who get it, because they live it.

Headquarters:
San Diego, CA

Industry:
Retail, Veterinary, Pet Grooming, Dog Training

Saviynt Identity Cloud Capabilities:

• Identity Governance and Administration (IGA)

Petco is more than a leading pet supply retailer; they've been known as "where the pets go" to find everything they need to live their best lives for more than 60 years. With over 1,500 retail locations in the U.S., Mexico, and Puerto Rico, the company also operates in-store vaccination clinics and a growing network of on-site veterinary hospitals. Partnering with Saviynt to deploy its intelligent, cloud-based IGA solution enabled Petco to create new efficiencies, streamline compliance, and take its identity security to the next level - all while empowering internal teams with visibility and control.

THE OPPORTUNITY: STREAMLINING IGA TO BUILD A MORE EFFICIENT BUSINESS

Since its founding in 1965, Petco has diversified its business far beyond pet product retail sales to deliver comprehensive pet care solutions that improve the lives of pets and the people who love them. The company offers pet merchandise, grooming, training, and veterinary. In partnership with Petco Love, they have helped approximately 7 million animals find new homes through in-store adoption events. Petco's suite of pet care solutions is also accessible on petco.com and through its mobile app.

Petco needed to simplify and streamline the processes it used for onboarding new hires. By making it easier for them to access the resources they need to get their jobs done from day one, Petco has been able to transform identity security into a strategic business enabler.

"At Petco, we're always looking for opportunities to make our processes more effective," says John Hluboky, VP, Chief Information Security Officer (CISO) at Petco. "Efficient onboarding helps our Petco partners (employees) hit the ground running, which in turn provides our customers and their pets with the best possible experience. We quickly found Saviynt to be a solution-oriented and customer-focused partner that supports our innovation."

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THE SOLUTION: MODERNIZATION, SMOOTH DEPLOYMENT, AND FRUITFUL COLLABORATION

Turning their most common pain points into requirements for a new solution was straightforward, forming the basis for Petco's initial conversations with Saviynt. These discussions made it clear that Saviynt's cloud-native solution could help Petco streamline workflows, enable right-sized access for various employee groups, and improve identity administration efforts.

Petco's internal team quickly forged a strong partnership with the Saviynt Expert Services team, and together they were able to implement a new, more streamlined process within approximately six months. This included integrating 13 different applications that ranged from common SaaS apps to an API-driven application that had been developed to cater to Petco's unique needs. The identity team's collaborative relationship with the Saviynt Expert Services team helped keep the implementation on track throughout the process.

"We had a really good experience working with Saviynt," says Hluboky. "Across the company, folks were very approachable, very engaged, and customer-focused. With Saviynt, the focus is primarily on making the customer successful. That's appreciated."

THE RESULTS: ONGOING EVOLUTION OF IDENTITY SECURITY MATURITY

With Saviynt, Petco has been able to create smooth, seamless access experiences for its employees. Even though different team members have unique user identity attributes, Petco's team has automated the process of linking each role to the appropriate technology resources from day one on the job, and remains focused on ongoing improvement.

Petco's identity modernization journey continues.

"We're thrilled with the progress we've made so far and excited to continue going for more," says Hluboky. "As we integrate more applications, we're going to see more innovation, and more people will be inspired by the efficiencies the Saviynt platform is helping us create. I'm excited to see what will come next."

Impact:

- ✓ Cost savings
- ✓ Successful onboarding of data and systems into Saviynt within six months
- ✓ Enhanced visibility and control
- ✓ Enabled continuous identity program improvement

About Saviynt
Saviynt empowers enterprises to secure their digital transformation, safeguard critical assets, and meet regulatory compliance. With a vision to provide a secure and compliant future for all enterprises, Saviynt is recognized as an industry leader in identity security whose cutting-edge solutions protect the world's leading brands, Fortune 500 companies and government organizations. For more information, please visit **www.saviynt.com**.