

# Scalefusion OneIdP Case Study Compendium

Discover how Scalefusion OneIdP helped customers achieve  
their user identity and access management goals



# Table of Contents

1

## CloudKaptan

CloudKaptan enhanced identity security by implementing Scalefusion OneldP with Single Sign-On (SSO).

2

## Retail Company

A leading retail company fortified its access management using Scalefusion OneldP's zero Trust framework.

3

## ITES Consulting Company

A global ITES consulting firm achieved an early advantage by adopting Scalefusion OneldP for streamlined identity management.

4

## FMCG Company

A prominent FMCG company attained operational success through Scalefusion UEM and OneldP integration.

5

## Housing Finance Company

A housing finance company streamlined identity security by adopting Scalefusion OneldP with SSO.





# From 2 days to 20 minutes: How CloudKaptan made onboarding fast and secure.

Industry: ITES

## Key Benefits

- ✓ Adopted Zero Trust Access with Entra ID and Enterprise SSO for secure logins.
- ✓ Strengthened security using device authentication (Keycard).
- ✓ Enabled only authorized users and trusted devices to access critical resources.
- ✓ Simplified user onboarding with centralized directory management.



## Quick Overview

CloudKaptan leverages over a decade of expertise to deliver tailored technology solutions that drive transformation and growth. The company manages a mixed fleet of macOS, Windows, Android, and iOS BYOD devices, ensuring secure access and compliance. With a focus on strategic partnerships and innovation, CloudKaptan creates solutions that address real-world challenges and evolve with business needs. To further strengthen its security, the company needed a solution to streamline user provisioning, secure corporate apps, restrict access to authorized devices, and maintain compliance and audit readiness across all endpoints.

## Business Challenges

The company faced challenges in securely managing multiple endpoints, as the complexity of patch management and securing corporate apps became overwhelming. Ensuring that only authorized devices accessed critical resources created significant security risks.

Regulatory compliance added another layer of complexity, with constantly changing regulations making it time-consuming and error-prone to maintain compliance across devices. It was clear that they needed an intuitive, scalable solution to prevent these challenges from hindering operational efficiency.

They then turned to Scalefusion, a UEM-integrated zero trust access solution that streamlined endpoint management, simplified patching, secured corporate apps, and ensured compliance—all in one platform. This transition aimed to reduce complexity while enhancing both security and operational efficiency.

## Solution

To enhance security and streamline endpoint management, CloudKaptan leveraged scheduled patch management, BitLocker and FileVault encryption, secure app deployment, and USB blocking.

Scheduled patch management automatically applied critical security updates, reducing vulnerabilities and ensuring compliance. FileVault for macOS and BitLocker for Windows provided full disk encryption, securing sensitive data even in case of device loss or theft. For app deployment, the company leveraged Enterprise Store Apps and Play for Work Apps, ensuring only authorized apps were distributed to devices.

To further strengthen security, USB blocking was enforced across all devices, preventing unauthorized data transfers and mitigating malware risks. This integrated approach significantly improved endpoint security, simplified compliance, and enhanced operational efficiency across the organization’s diverse device fleet.



A leading Retail organization

# How Scalefusion OnIdP strengthen retail security with BYOD brilliance

## Key Benefits

- ✓ Work data and emails stayed secure on managed devices only.
- ✓ Unauthorized or non-compliant devices were blocked from accessing sensitive info.
- ✓ Admins could block access entirely or allow it with secure authentication via Scalefusion Authenticator.
- ✓ Easy provisioning and de-provisioning cut down admin work.



## Quick Overview

A leading healthcare retailer in Southeast Asia, with 1,700 employees, is a trusted dermatology brand. It offers a wide range of hair and skin care products and is known for its strong offline retail presence. The company has expanded to major online marketplaces to reach a wider audience. It has a strong remote workforce handling e-commerce, inventory, and customer service. The company faced challenges in data security, workflow efficiency, and productivity consistency.

## Business Challenges

A global retail company faced a critical security challenge. With a remote workforce, their employees had to have unrestricted access to work apps. Employees accessed company data on personal devices via Microsoft Entra and Office 365.

They could access and download sensitive data on any device. There were no security measures or compliance protocols in place to protect it.

Authentication relied on email and passwords. The lack of visibility into data access worsened the situation. The company was “flying blind,” leaving it vulnerable to breaches and unauthorized access. As such enforcing strong security and compliance measures seemed need of the hour.

## Solution

The company was grappling with a growing security risk. Its employees accessed work data on their devices. The lack of control exposed sensitive data to breaches. Even with Microsoft Entra and Office 365 managing access. Scalefusion’s OnIdP integrated with UEM capabilities, tackled the challenge effectively.

Scalefusion OnIdP enforced strict BYOD policies. It ensured that only compliant, managed devices could access work apps, emails, and documents. It kept personal and work data separate, creating a secure “work container” on each device. This ensured that company data remained protected at all times.

Devices not managed by Scalefusion were blocked from accessing work data. The IT team could remotely wipe work data from departing employees' devices. With Scalefusion, the company regained control over its devices. It ensured compliance while protecting sensitive data across all personal devices. This created a seamless and secure work environment for employees.



A leading ITES organization

# How a global consulting firm achieves early advantage with Scalefusion OneIdP

## Key Benefits

- ✓ Ensured regulatory compliance with role-based controls.
- ✓ Streamlined workflows using Just-In-Time (JIT) access.
- ✓ Centralized account management for better control.
- ✓ Boosted developer efficiency without compromising security



## Quick Overview

Founded in 2020, this consulting firm was established to drive business transformation by delivering advanced cloud-native solutions that accelerate digital growth. Specializing in AI/ML, DataOps, and DevSecOps, they craft secure, scalable architectures that empower their clients’ businesses. By collaborating closely with enterprises, this global consulting firm simplifies systems, all while letting companies focus on their core objectives. With a workforce of 700+ employees, the company found itself at a crossroads, struggling to keep up with the digital security, all while maintaining the smooth flow of daily operations.

## Business Challenges

A major challenge this global ITES faced was employees with admin privileges unintentionally disrupting system stability while trying to improve functionality. These misconfigurations, often due to a lack of awareness or training, gradually affected performance.

Without proper monitoring or oversight, the impact of these changes went unnoticed, eventually leading to significant operational disruptions. What could have been prevented with stronger access controls and better oversight became a costly reminder of the risks associated with unchecked admin access.

## Solution

To address its challenges and enhance the value it provides to clients, the ITES organization decided to invest in a comprehensive, centralized solution. After a thorough evaluation, they determined that an IAM solution with Zero Trust Access, Unified Endpoint Management (UEM), and Privileged Access Management (PAM) would effectively address their security and operational challenges.

With Scalefusion OneIdP, they could streamline user management by securing identities and implementing PAM to grant temporary, time-bound admin privileges to sensitive resources. This minimized the risk of prolonged exposure, ensured admin rights were only granted when necessary, and strengthened overall access control across the organization.

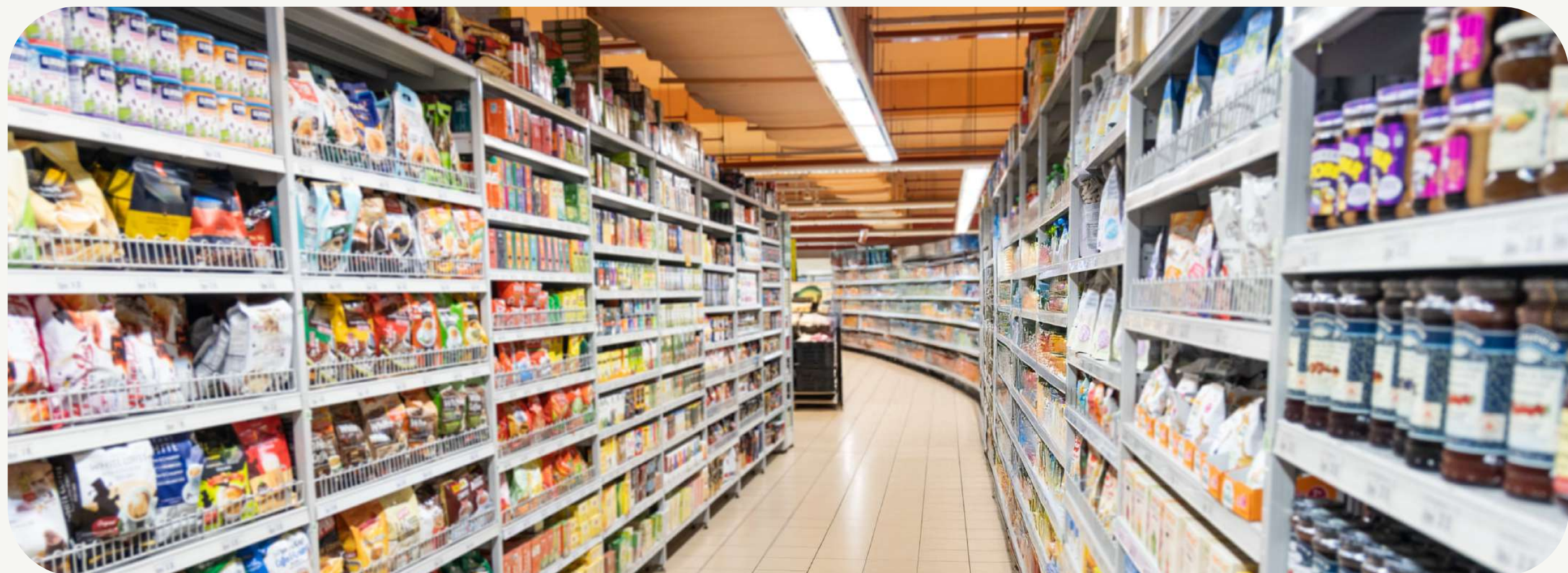


Fast-Moving Consumer Goods Company

# Leading FMCG company achieves operational success with Scalefusion UEM & OneIdP

## Key Benefits

- ✓ Reduced vulnerabilities across devices and systems.
- ✓ Boosted operational efficiency through centralized user management.
- ✓ Enhanced productivity with SSO and automated app updates.
- ✓ Minimized employee disruptions during app and system changes.



## Quick Overview

A multinational fast-moving consumer goods (FMCG) organization, with a presence in beauty, personal care, healthcare, real estate, paper, and packaging sought to simplify user management and endpoint security. Driven by a commitment to innovation, seamlessness, and efficiency, it operates across multiple geographies and serves a global customer base.

## Business Challenges

Disjointed identities and vulnerable endpoints present significant challenges for enterprises operating a hybrid IT environment, as this leading FMCG brand demonstrates. Their existing infrastructure relied on Microsoft Entra local servers synced to the cloud, leading to several operational inefficiencies and security risks.

The company's user data and identities were stored on Microsoft Entra Local servers, then synced to the cloud. It created synchronization issues, resulting in fragmented user management and delays in user provisioning.

With the hybrid approach, the company faced difficulty in managing identities from a central point. Inconsistent identity management led to difficulties in granting, managing, and revoking access. This led to inefficiencies in user provisioning and de-provisioning, especially for cloud services like Office 365.

## Solution

Scalefusion's integration with Active Directory enabled automatic user authentication, synchronized credentials, and enhanced security across all devices with consistent access control.

Additionally, migrating user data from Microsoft Entra Local servers to the cloud centralized identity and access management. This integration streamlined access processes, enhanced security, and improved user management. Automating Windows device configurations and updates ensured continuous compliance with security standards across all endpoints. It eliminated vulnerabilities, strengthened device security, and boosted operational efficiency through centralized management.

RBAC and granular access controls were implemented to restrict access based on user roles, ensuring only authorized individuals could access sensitive data. Zero Trust Application Access (ZTAA) took this a step further by continuously validating user identity, device health, and contextual factors (location, time, SSID, and/or day and time) before granting access to applications.



Housing Finance Company

# A housing finance company adopts Scalefusion OneIdP with SSO.

## Key Benefits

- ✓ Centralized user authentication simplified identity management.
- ✓ Unified directory management reduced complexity across systems.
- ✓ Conditional access policies ensured secure and compliant app usage.
- ✓ App-based SSO boosted productivity with smoother workflows.



## Quick Overview

The company has earned its reputation by providing home loans to underserved communities in semi-urban and urban areas, supported by a workforce of nearly 8,000. Driven by a commitment to make a difference, the company is reshaping the landscape with practical financial solutions for those who need them most. Its focus on streamlining operations to give employees peace of mind, knowing that tasks that once felt redundant can be simplified, enabling them to better serve their customers.

## Business Challenges

The housing finance company struggled with fragmented identity management, inefficient Salesforce integration, and managing multiple service URLs across departments. These challenges exposed the company to security vulnerabilities, increasing the risk of data loss and unauthorized access.

Employees struggled with managing multiple identities and directories across platforms, leading to confusion and delays in accessing critical resources. The complexity of maintaining separate directories for different departments increased the risk of errors and made consistent access control harder to enforce.

Managing separate service URLs for each department and application created a tangled web, slowing workflows and causing confusion. This lack of streamlined access hindered quick, secure access to resources, potentially leading to slower response times and delays in service delivery.

## Solution

With Scalefusion OneIdP, this housing finance company has significantly improved access management, ensuring seamless service availability while protecting data and resources. Featuring unified directory management, Single-Sign-On, and enterprise app management, employees can easily access necessary resources without compromising security, all while enhancing operational efficiency and resilience.

The company Scalefusion OneIdP provided a unified, integrated directory solution for managing user identities and access. By centralizing authentication and access control, it eliminated the need to add users repetitively to every directory, simplifying the process.

In addition to enhanced directory management, the company implemented SAML-based SSO with Scalefusion OneIdP, enabling seamless authentication across platforms through identity federation.



# Simplify your zero trust journey with OneIdP's unified approach.

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