

Client Profile

Headquartered in Hartsville, South Carolina, USA, since 1899, Sonoco (NYSE Symbol: SON) is a global manufacturer of industrial and consumer products and provider of packaging services.

Sonoco has more than 300 operations in 35 countries serving customers in some 85 nations. Sonoco's packages surround some of the world's most recognizable brands found in pantries, stores and manufacturing plants virtually everywhere.



ISV/Software Solutions



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Case study: SONOCO

Business Challenge

Sonoco realized the need to reduce Help Desk expenses and quickly identified password resets as a target call volume. Sonoco had already made a large investment in their identity and access management infrastructure and they wished to capitalize on that with minimal additional investment. Sonoco and Logic Trends collectively identified FastPass's Password Manager product due to the low licensing cost, low maintenance effort and strong integration with the Microsoft infrastructure.

Sonoco

Identity and Access Management – IAM5 Launch 2
Self Service Password Reset via FastPass

IAM5 Launch 2 – Jump Start

Leveraging Sonoco's existing technology and the IdM platform constructed in earlier engagements (CAMRA), Logic Trends facilitated finalization of Sonoco's requirements, deployed Password Manager to a development and QA environment, executed formal test scripts, and created a production deployment plan and guide in under 4 weeks. At that time, Sonoco staff successfully deployed the product to a production pilot unassisted and has been able to maintain and support the product through the full production roll out.

Business Value

Sonoco, with the assistance of Logic Trends, was able to quickly design and deploy an improved user experience platform (password self-service), and demonstrate real financial savings (reduced help desk volume) within three months.

Expertise

- FastPass Engineer
- IAM Consultant
- IAM Engagement Manager

Technology

Microsoft

- Active Directory
- Active Directory Application Mode (ADAM)
- ASP.Net Web Application

FastPass

- Password Manager 2.7

FastPassCorp implementation partner

LogicTrends, US



FastPassCorp is a global provider of self service solutions for password management and beyond. FastPassCorp is the software division of IT InterGroup A/S. IT InterGroup A/S is listed on First North, OMX Copenhagen Stock Exchange (ITIGRP). Headquartered in Lyngby Denmark, IT InterGroup also has a Services and Solutions division which has provided consulting services, implementation assistance and training within the area of Identity & Access Management to clients throughout Europe for almost a decade.