

CUSTOMER SUCCESS STORY:  
COLRUYT GROUP

# Colruyt protects 20,000 employee records with improved access management.



## Customer Profile

Industry: Retail, wholesale and distribution

Company: Colruyt Group

Employees: More than 20,000

Revenue: €5.67 billion (Financial year 07-08)

## Business Impact Summary

### Business:

The Colruyt Group is one of Belgium's largest retail organisations, with around 350 outlets in Belgium and France. It operates a number of brands, including Colruyt, Okay, Bio-Planet and Dreamland. The group also comprises a wholesale and distribution business, a printing company and petrol stations.

### Challenge:

Colruyt's business model is based on offering its goods to consumers at the lowest price. Colruyt achieves this through a high level of automation, which means all operations are reliant on its IT infrastructure. To keep this environment secure and highly available, Colruyt needs to ensure only authorised personnel can access core systems.

### Solution:

By using an Identity & Access Management solution from CA, Colruyt can ensure that its confidential HR data and business-critical communications systems are protected from unauthorised access. Security levels can be set according to user's roles and managed via automated policies.

### Result:

By safeguarding its systems against unauthorised access, Colruyt has been able to enhance business continuity, reduce risk and simplify compliance with data privacy legislation. These factors are all essential as the company continues to expand its operations.

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## Business

### Offering the lowest prices to shoppers in Belgium and France

The Colruyt Group started as a small family business in Belgium in 1925. It now has more than 20,000 employees, and around 350 stores throughout Belgium and France.

The group's main retail brands include Colruyt, OKay, Bio-Planet, Dreamland and Coccinelle France. These stores sell a wide range of goods, from food and groceries to toys and baby clothing. The Colruyt Group also comprises of a wholesale business for independent shopkeepers, a printing company and 70 petrol stations.

Colruyt is heavily focused on growing its business. Its objective is to expand its retail footprint by up to 12,000 square metres every year. In particular, the company wants to increase its presence in France, where it has plans to open at least three more stores in 2008.

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## Challenge

### Safeguarding confidential data and maintaining a low-cost business model

Colruyt's business strategy is founded on offering the lowest prices to shoppers. A low-cost operating model is crucial to the success of this strategy. In order to minimise business expenditure, Colruyt relies heavily on automation, especially within its supply chain, and its IT department, Colruyt Group Services.

Colruyt has a reputation for IT innovation in the retail sector, and was the first supermarket to have a computer at its cash desks in 1965. Technology has moved on considerably since then, but the role of the company's IT department, Colruyt Group Services, remains the same: to provide low cost but reliable hardware and software to the business. Colruyt develops most of its applications in-house, and has around 600 software engineers.

Although high levels of automation enable Colruyt to offer low prices to its customers, the company is at greater risk from IT performance problems. As Hein Coulier, Security Officer at Colruyt, explains, "All our business functions rely on IT. From point of sales systems and logistics applications to HR and finance — an IT outage could have a massive impact on the productivity and profitability of the business."

To safeguard availability and its supply chain, Colruyt must ensure a high level of IT security to prevent malicious or mistaken access that could impact business continuity.

When the Colruyt Group Services made the decision to gradually migrate parts the company's operations from a mainframe environment to a distributed computing model, it needed to put in place additional security measures governing who could access the servers. This was particularly important for the safeguarding its communications infrastructure and human resources (HR) systems, which are now hosted on Microsoft Windows and Linux servers.

*"In order to maintain the availability and integrity of our HR and email systems and comply with privacy legislation, we needed to add an extra layer of security to these servers."*

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**Hein Coulier**  
Security Officer, Colruyt

“HR data often contains sensitive information,” comments Coulier. “In order to maintain the availability and integrity of our HR and email systems and comply with privacy legislation, we needed to add an extra layer of security to these servers.” This need was exacerbated by an internal risk assessment that highlighted the requirement for increased security.

Colruyt was also keen to prepare for the future. “Although we currently don’t need to comply with the Sarbanes-Oxley Act in Europe, we wanted to be in an advantageous position should equivalent legislation be passed,” adds Coulier.

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## Solution

### Role-based access for easier security management

Colruyt was already using an Identity and Access Management solution from CA to protect its mainframe environment. Due to the success of this previous implementation, and the CA solution’s proven security capabilities, Colruyt opted to deploy CA Access Control to safeguard the new IT infrastructure.

CA Access Control is installed on four of Colruyt’s business-critical production servers, which support the company’s HR and communications systems. “CA Access Control provides us with both proactive and reactive security measures,” comments Coulier. “The solution’s role-based administration tools mean we can set up automated policies to define who can access what data, and which actions to log.”

Due to the size of the organisation, Colruyt has a large number of user accounts and different levels of access privileges. The solution’s role-based access management means that these accounts are easier to manage, and new staff members have their security level set automatically. “CA’s Identity & Access Management solution enables us to set fine-grained controls centrally for each server, which means we can ensure the appropriate level of security for our data and users quickly and efficiently.”

While initially deployed as part of CA’s BETA programme for the new r12 version of the Access Control solution, Colruyt now plans to extend the rollout to its data warehousing servers, eventually including all operational databases.

*“CA Access Control provides us with both proactive and reactive security measures.”*

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**Hein Coulier**  
Security Officer, Colruyt

*“With CA Access Control, we can ensure that personal information is protected, which is important not only for compliance purposes but also for maintaining staff satisfaction and the company’s reputation.”*

**Hein Coulier**  
Security Officer, Colruyt

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## Results

### Increased security for better business continuity

By improving access controls for its critical servers, Colruyt can rest assured that confidential employee data is safe and that email systems are protected from security threats.

Using a CA Identity & Access Management solution to safeguard its systems has enabled Colruyt to:

- Safeguard business continuity
- Reduce risk
- Simplify compliance with data privacy legislation.

“With CA Access Control, we can ensure that personal information is protected, which is important not only for compliance purposes but also for maintaining staff satisfaction and the company’s reputation,” adds Coulier.

Thanks to the solution’s comprehensive functionality and easy-to-use interface, these benefits can be achieved with minimal management overhead.

“The CA Identity & Access Management solution is reliable and scalable and means we can ensure that our distributed servers are as secure as the mainframe. It will help safeguard our systems as we undergo IT transformation and continue to expand our businesses in Belgium and France,” concludes Coulier.

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To learn more and see how CA software solutions enable other organizations to unify and simplify IT management for better business results, visit [ca.com/customers](http://ca.com/customers).