



Admin By Request | Case Study

Coop

One of the country's largest and greenest food chains, Coop provides affordable food products to the people of Sweden via approx. 800 physical supermarkets and an online store. As a Cooperative Business, it's owned by 3.7 million members, and is the workplace of roughly ten thousand employees.

Industry:

Food

Number of Employees:

Ca. 20,000

Number of Connected Sites:

Ca. 650

Operating System Seats:

Windows - 4300, macOS - 100

Endpoints Running ABR:

100%



The Challenge

Coop have around 100 IT personnel within their team of thousands that require administrative access to do their jobs. However, upon investigation, they found that up to 1000 employees had permanent administrative access to company devices, and there was no system in place to control or monitor these privileged users.

The challenge faced by Coop was simple: keep track of all of the administrative users within their 650 connected workplaces in company grocery stores across Sweden.

The Solution

With the main goal of identifying and minimizing the number of users with administrative access, Coop established that a simple, no-frills solution was needed. Admin By Request's Privileged Access Management (PAM) solution was chosen due to its deployment efficiency, intuitive functionality and design, and its core features - in particular, the feature that would allow Coop to swiftly revoke all elevated privileges and start afresh with confidence.

Admin By Request was deployed to every company endpoint over the course of 6 months as part of a rollout strategy that included a mass upgrade and update of all computers, and the adoption of Microsoft Intune.

The Impact

Coop now provide admin access to employees exclusively through Admin By Request, with the result being visibility, control, and increased security:

"Admin By Request have made it easy to handle local administrators and have given us much more control over them. It has also increased security, with most admin rights now given temporary, 'per application' elevation rather than 'per user'."

Coop have saved time and monetary resources, with an estimated 25% reduction in Service Desk cases after implementation of Admin By Request, "and again, all this comes with increased security and logging of all elevated activity."

Domain and Sysadmins have noticed both the extra layers of security, and the decreased workload on the Service Desk. Regular users have remained productive throughout the implementation and are satisfied using the product on a regular / daily basis.

Moving Forward

In early 2022 Coop added 1300 Windows seats to their license, and plan to continue using Admin By Request in all company workplaces; adding seats as the organization expands to more locations around Sweden.

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Admin by request has made our IT delivery more secure as we now have control over when and why administrative rights are needed.

Everything is logged in an easy-to-use web interface, and we no longer have lots of local administrators that we can't keep track of.

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