

Case Study – CAT

External Identities B2B/B2C



APPROACH

Customer Situation / Client Pain Points

- Caterpillar is a Fortune 100 company with \$41b in annual revenue. They provide digital services to their global client base for operations support.
- Edgile is a trusted internal identity partner for Caterpillar and they sought our advice when planning to modernize the digital identity management.
- We recommended Azure AD B2C then alerted the Microsoft sales and the Identity Product Group. Edgile has been implementing the solution tailored to Caterpillar's global requirements.

Partner Solution / Services & Technology

- Edgile executed our proven Identity Strategy approach to capture requirements, current state and plan future state including an implementation roadmap
- An Edgile team of approximately 15 FTEs including Technical, Project Management and Change Management specialists set to work creating the tenant, migrating user accounts, integrating the over 100 applications with Azure AD and managing the change in the ongoing business environment at Caterpillar
- MFA was another critical component of this solution and Edgile did a global deployment of the Microsoft Authenticator app enabling modern authentication

IMPACT

Key Drivers & Business Objectives

- This was a multimillion-dollar decision for Caterpillar – Microsoft and Edgile had to be a success and it was. Microsoft is now a strategic vendor at this flagship client
- Azure AD B2C is driving ACR and expansion of the Azure footprint with Azure DDOS, Front Door, and Monitor.
- Edgile has begun the migration to modern authentication for customers and to address immediate security issues associated with internal on-prem directory.

Value Provided & Business Outcomes

- Edgile innovation in design and deployment of B2C accelerated this project and benefited subsequent clients. Edgile's Declarative Code Library automates complex user journeys simply by running our DevOps pipeline
- End users received a dramatically improved user experience with single credential and modern look and feel by the Edgile User Experience team
- The success of the project is enabling significant cost savings turning down the legacy system
- This innovation is enabling us to quickly meet special requirements for the Caterpillar China deployment.

Customer Info

- Domain: www.caterpillar.com
- Industry: Manufacturing
- Engagement Start & End Date: 2020 -- Present
- Customer Contact: Paul Santacaterina
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Win Insights

- Azure AD External Identities is a leader poised to capture market dominance with companies offering digital services
- These companies require a partner that is expert, has modern DevOps processes and can manage risk
- Modeling the user journeys in a Proof of Concept is critical to success since the platform operates unseen to the client. Showing the client's digital marketing team opportunities for brand refresh helped to coalesce thought and build consensus.