



# A Global Medical Distributor's CIAM Transformation

*With Active Cyber + Okta*

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# A Global Medical Distributor's CIAM Transformation

Case Study

As a global medical distributor, this company serves millions of customers and consumers worldwide through their web and device applications. However, they faced challenges delivering a consistent user experience and lacked the expertise to undertake a comprehensive Customer Identity and Access Management (CIAM) transformation.

To address these issues, they partnered with Active Cyber to enhance their CIAM framework, ensuring secure, seamless access across their platforms while improving operational efficiency.

## THE CHALLENGE

This global medical distributor struggled with inconsistencies in the user experience for their customers and consumers accessing their digital platforms. Additionally, they needed to overcome a lack of internal expertise in executing CIAM transformation initiatives. They recognized the necessity of a robust and secure CIAM system to continue their mission of improving lives globally.

## THE APPROACH

Active Cyber collaborated closely with the company to tackle these challenges methodically and strategically. The project began with thorough stakeholder engagement, defining clear CIAM program requirements, and codeveloping a long-term roadmap tailored to their needs.

## KEY ARCHITECTURAL IMPROVEMENTS IMPLEMENTED

1

### Data Residency Architecture

Establishing a secure, compliant data residency framework.

2

### Medical Device Integration

Designing CIAM architecture to support seamless medical device integration.

3

### Okta Hub & Spoke Model

Enhancing user login and registration processes through a streamlined identity management structure.

4

### Partner Onboarding Portal

Automating the partner onboarding process with an Inbound Federation system to increase efficiency and security.

**260M CUSTOMERS WORLDWIDE**  
**25,000 ASSOCIATES**

But had challenges providing a consistent user experience and lacked the expertise to undertake a comprehensive Customer Identity and Access Management (CIAM) transformation.



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## THE RESULTS

The collaboration between this company and Active Cyber substantially improved operational security and user experience. Notable achievements include:

- **Enhanced Security:** Strengthened security measures across all digital platforms, ensuring a safer experience for users.
- **Data Residency Compliance:** A well-defined data residency architecture that aligns with regional regulations, securing sensitive information.
- **Seamless Medical Device Integration:** Effective incorporation of medical devices into the CIAM system, improving user accessibility.
- **Automated Partner Onboarding:** Streamlined and automated onboarding processes, reducing manual efforts and enhancing efficiency.

## ACTIVE CYBER

Active Cyber is a strategic global boutique and a platinum-level solution provider specializing in comprehensive cloud-based solutions tailored to meet the unique needs of dynamic organizations.

Our focus on compliance, scalability, and automation ensures that our clients are well-equipped to face the challenges of today's rapidly evolving technological landscape. Whether you are looking to enhance your infrastructure or meet complex regulatory requirements, Active Cyber is your trusted partner in success.

## CONCLUSION

Active Cyber's strategic approach and expertise in CIAM transformation has positioned this global eye care leader to continue leading in the medical device industry while ensuring a secure, consistent, and user-friendly experience for their global customer base.

For more information on how Active Cyber can help your business, visit [www.activecyber.com](http://www.activecyber.com) or contact us at [info@activecyber.com](mailto:info@activecyber.com).

## THE CUSTOMER

A **global leader** in eye care with a heritage spanning over 75 years, this company offers the broadest portfolio of products to enhance sight and improve people's lives. Their Surgical and Vision Care products touch the lives of more than 260 million people in over 140 countries each year, assisting those living with conditions such as cataracts, glaucoma, retinal diseases, and refractive errors.

More than 25,000 associates are dedicated to enhancing the quality of life through innovative products, partnerships with Eye Care Professionals, and programs that advance access to quality eye care.