



Success Story

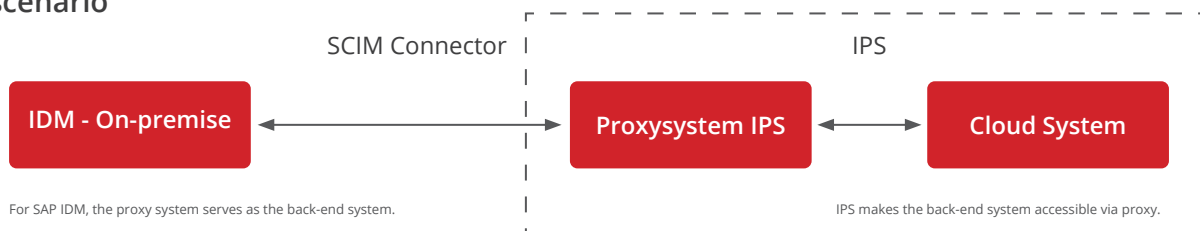
# COOP

## Automated Standard Processes in User and Role Management

Xiting modernized the Identity and Access Management (IAM) system at Coop, focusing on automating user management in SAP cloud systems. The connection of SAP Cloud Identity Services to the existing SAP Identity Management made it possible to create a centralized, role-based access control and

Single Sign-On (SSO), enhancing both security and efficiency. Flexible business roles and seamless integration with existing systems further increased scalability. Coop now benefits from a future-proof IAM solution that enhances the security and user-friendliness of its IT landscape.

### Hybrid scenario



„The setup of this scenario has opened up new areas of responsibility for me and my colleagues in SAP Security. Additionally, our work is increasingly shifting towards cloud systems. Thanks to the support from Xiting and the associated knowledge transfer, we have greatly benefited and successfully implemented the requirements of our internal customers.“

**Mario Lamm**  
SAP-Security Specialist  
COOP



### AT A GLANCE

#### About the company

- Name: Coop
- Head Office: Basel, Switzerland
- Industry: Retail, wholesale and production
- Employees: Approx. 96,000
- Website: [www.coop.ch](http://www.coop.ch)
- SAP Systems in Project: SAP BTP, SAP CIS, SAP IDM

#### Highlights

- Relieving SAP Security through automation.
- Strengthening knowledge transfer across departments.
- Opening new areas of responsibility within SAP Security.

#### Objectives

The Xiting project at Coop focused on a comprehensive modernization of Identity and Access Management (IAM), with an emphasis on automating user creation in SAP cloud systems to increase efficiency and minimize manual processes.

The integration of SAP Cloud Identity Services with the existing SAP IDM enabled centralized, role-based access control for SAP cloud applications, simplifying compliance with regulatory requirements. By connecting to the internal identity provider, Coop implemented a secure and user-friendly Single Sign-On (SSO) solution.

Additionally, business role concepts were further developed to create flexible, cross-application role structures. This resulted in a future-proof IAM solution that offers Coop increased security, efficiency, and scalability.

#### Challenges

The project presented several challenges that required precise planning and coordination. One primary task was reducing manual user and authorization management. While on-premises systems often utilize automated approval processes, many cloud systems still require manual management, which is impractical with a large user base.

Deciding between Greenfield and Brownfield approaches was another key consideration. Applications without existing users, such as the AFC module, were newly implemented, while systems like ODS (Order and Delivery) with existing users had to be carefully integrated.

Additionally, balancing business requirements with technical capabilities proved challenging. Strict security standards, including firewalls and proxies, were crucial to ensuring internal security and excluding external access.

#### Results

Coop now benefits from a more efficient and flexible IT landscape. The rapid implementation of standard tools such as SAP IDM and the SCIM interface enabled seamless integration of cloud applications while creating a stable system environment for long-term reliability.

Automation of user and role management has eliminated manual steps, simplifying administration and reducing errors. Single Sign-On allows users direct access to cloud applications without the need for separate passwords, significantly improving efficiency, security, and user experience.

Overall, Coop has achieved a modernized, scalable, and secure IAM solution that positions the company for future challenges in the evolving IT landscape.