



# Client Case Study

MasterBrand Cabinets leveraged Info-Tech research to save 1 to 2 months on their Identity Access Management Project.

## MasterBrand C a b i n e t s , I n c .

MasterBrand Cabinets, Inc.  
One MasterBrand Cabinets Dr.  
Jasper, Indiana  
United States  
47547-0420

*“It probably saved us somewhere in the neighbourhood of one to two months of research that we would have had to have done on our own to arrive at the same conclusions.”*

William Storey, IT Compliance Officer  
MasterBrand Cabinets, Inc.  
Jasper, Indiana, USA

**Company:** MasterBrand Cabinets, Inc. is committed to providing superior cabinets at fair prices and helping families turn their dreams into reality. Coupled with the financial strength and stability of their parent company, Fortune Brands Home & Security, Masterbrand Cabinet is a powerful force in the kitchen and bath industry.

**Industry:** Manufacturing

**Region:** Jasper, Indiana

**Company Size:** 8,000 employees

**Technology Profile:**

The IT Department manages 200 different software applications across an IBM mainframe and an extensive Wintel server environment.

**Business Situation:** A large employee base with ever changing roles and information requirements drew attention to the need for system access monitoring and control.

**Challenge:** The IT Department determined detailed research would be required to decide what type of Identity Access Management (IAM) initiative would be most suitable for their needs.

**Solution:** Reviewing the Info-Tech best practice research led to the decision that the resources were not available to implement a full IAM solution. A single sign-on solution with auto password reset, purchased through a recommended vendor, was selected instead.

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## Executive Bio



William Storey is the IT Compliance Officer and Director of PMO, for MasterBrand Cabinets Inc. (formerly Aristokraft). Prior to this Bill graduated Purdue University and worked with Shell Oil, Essex Wire, Magnavox Government and Industrial Electronics Corp. in a variety of programming and technology leadership roles.

***“It is rare that I don’t find what I’m looking for when I go to InfoTech. I would say 95 percent of the time; I find what I’m looking for.”***

William Storey, IT Compliance Officer  
MasterBrand Cabinets, Inc.  
Jasper, Indiana, USA

# Business Situation

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## Enabling information access controls.

With 3,000+ knowledge workers accessing a multi-level information system it was necessary to monitor and control the access of each user. It was also essential for security to ensure that as roles changed, permissions were adjusted to limit access to only those systems required in their current position. Those with multi-system access were being over-whelmed with numerous passwords and the IT Help desk was bombarded with maintenance demands.

## Challenge

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### Identifying research resources to aid decision making.

In order to determine which Identity Access Management (IAM) initiative was most efficient and cost effective for implementation, the IT Department was faced with the challenge of undertaking a detailed research campaign or seeking out a research source to aid in their decision. Info-Tech research resources revealed two options for consideration. A full-blown IAM implementation would be a multi-year project requiring many resources. In comparison, a single sign-on solution with self-serve password reset could be implemented in a matter of months for one third the cost, while also reducing the pressure on Help Desk resources.

Case Study:

**MasterBrand**  
Cabinets, Inc.

## Info-Tech Research Group



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# Solution

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## Right-sizing the project.

By right-sizing the Identity Access Management project and focusing on single sign-on, MasterBrand Cabinets was able to implement the solution despite the time and resource pressures from their on-going ERP project. It allowed for user access control while also granting multi-system users the ability to log into the network with one password. The IT department leveraged the vendor evaluations and tools to streamline the vendor assessment and selection process.

# Results

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## Resource savings.

The team at MasterBrand Cabinets saved 1 to 2 months on their Identity Access Management project by leveraging the combination of Info-Tech research and Vendor Landscapes. The decision to implement a single sign-on and an automated self-serve password reset also resulted in both decreased pressure on their Help Desk services and a cost savings of over 60%, as compared to the cost of a full IAM implementation.

# Critical Insights

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## Don't waste time when the answer is only a click away.

Getting up to speed on a topic as complex as Identity Access Management can be a daunting task. Info-Tech research can simplify that task and help you right-size the project for your specific needs. The comprehensive Vendor Landscapes will also drastically reduce the timeframe for vendor evaluation and selection.