Nubessom Consulting CASE STUDY

PROJECT OVERVIEW

Implement a Salesforce unified identity solution with multi-brand support to manage various applications within the group and strict data segregation between multiple B2B applications.

In order to comply with the New Data Privacy Laws E.ON had to migrate to a new Consent Management Structure.

SOLUTION

• Cloud-Based Digital Identity Authentication that keeps
granular control over user access.
• Identity Lifecycle Management which streamlines the process
for providing and removing access to apps for multiple users
simultaneously.
• Identity event logs for creating reports and dashboards to
monitor solution status and adoption.
• Transaction Security Policies and Threat Detection setup
which uses statistical and machine learning methods to detect
threats to your Salesforce org.

E.ON is a European electric utility company based in Essen, Germany. It runs one of the world's largest investor-owned electric utility service providers. It operates in over 30 countries and has over 33 million customers.

They needed a trusted Salesforce Partner to implement a B2B and B2C Salesforce Identity solution and migrate to a new consent management structure.

FEATURES

Identity Self-Service

Email Verification

SMS verification

INTEGRATIONS

MuleSoft

twilio

opentext

splunk>

BUSINESS VALUE

+3M
Customer Identities
Support +3M end clients
and efficiently assures their
identity and logins

GDPR
Compliance Updated
Migrating to new consent
management structure

CLIENT COMMENTS

Hannover, Germany

Randheep Kallum Purath
Solution Architect at E.ON

"Utilizing Salesforce as an Identity Provider platform for our Organization was a big challenge. However, with the help of Nubessom Consulting it went very well. The knowledge and expertise shown by the partner is praiseworthy. I would like to point out few key contributions below:

1. Helping us to enhance the overall security of the platform.
2. Prepared future architecture and shed light in the direction of scaling up the services.
3. Defined standards and processes that the team could follow to meet business expectations.
4. Guided us to use various licenses and product variants effectively to bring down cost and improve customer experience.
5. Assisted Developers to keep up the code quality and configurations to avoid any unprecedented issues.

As a customer we are completely satisfied with the competency and dedication shown by the partner."