



Standardization and Automation in Identity & Access Management

Streamlined identity management processes, improved audit readiness, and greater transparency in managing access rights at MULTIVAC

A product by  beta systems



The introduction of Garancy enabled MULTIVAC to achieve greater standardization and automation across its IAM processes. As a result, the company improved access rights management workflows, strengthened support for audit requirements, and increased transparency in the way access rights are managed.

Business growth, the increasing number of digital services, and rising compliance requirements eventually bring every organization to the same point: the need for an advanced IDM/IAM solution that not only strengthens IT security, but also streamlines operational processes and enables IT teams to approach upcoming audits with confidence.

A few years ago, MULTIVAC, a global manufacturer of processing and packaging solutions, found itself in exactly this situation. Until then, the company had relied exclusively on Microsoft Identity Manager. “It was a workable solution, but we essentially used it only to manage Windows AD identities and, to a limited extent, SAP identities. It was primarily about provisioning user accounts, without comprehensive access rights management,” says Sascha von Uminski, System Engineer responsible for IT systems support and backend infrastructure at MULTIVAC.

IT security can be achieved this way, but only with significant manual effort. User access was requested and provisioned through tickets, emails, and phone calls. At the time, an end-to-end, centrally managed approach had not yet been established. Documentation was maintained through existing processes and ticketing systems, but provided only limited capabilities for centralized reporting and tracking. And, as with any manual process, errors inevitably occurred.

The transition from Lotus Notes to Microsoft Outlook and the migration of key applications to the cloud ultimately prompted MULTIVAC to seriously consider a new IAM solution for the centralized management of user accounts and access rights. A request for proposals followed, with several competing solutions evaluated against a functional requirements matrix. Garancy ultimately emerged as the solution of choice.

The Garancy Identity Manager met more of our requirements than any of the other solutions we evaluated. The decisive factors were its broad functional coverage and the flexibility of the solution, combined with a strong focus on standardization.

Dr. Johannes Epple

Managing Director and Chief Financial Officer
at MULTIVAC Group

Initial customizations included automatically generated roles based on job assignments and HR attributes, field adjustments to better reflect internal organizational mappings, and the automatic activation and deactivation of accounts. Since then, the product has evolved significantly. MULTIVAC’s objective today is to stay as close to the standard product as possible in order to minimize testing and implementation effort for updates and version upgrades.

The System Landscape

MULTIVAC uses Garancy to manage accounts and access rights across Windows AD/Entra, which also provides access to all cloud solutions, an internal simulation system for machine configuration, the USU ITSM solution, and various SAP instances – around 20 systems in total. Looking ahead, MULTIVAC also plans to use the Garancy Smart SCIM Connector to manage cloud-based SAP systems.

A New Role Model

Access rights are tied to roles. When introducing the IAM solution, the MULTIVAC IT team therefore began by establishing a role model. Apart from some initial structures within SAP, where composite roles were already in use due to longstanding audit requirements, no comparable role model had previously existed. Access rights were often granted as needed and without clear policies, with no underlying standardized structure.

As part of this process, Garancy provided a role-mining tool that made it possible to analyze access rights based on organizational affiliation. If 80 percent of the employees within a particular business area had certain access rights, these were consolidated into a role and assigned to the entire department. This represented an important first step toward standardization.

The role model has continued to evolve ever since. Today, MULTIVAC generates roles based on a combination of department and position title. These roles are defined in collaboration with the managers of the respective departments to establish baseline access rights. In addition, an increasing number of roles for specific applications or functions are being made available through the Garancy Self-Service Portal, where users can request them directly.

Our role model evolved step by step. During the initial phase, the Garancy team supported us by analyzing Active Directory to identify common patterns in user access rights. Based on these findings, we were quickly able to take over the further development ourselves.

Lukas Griesbrock

System Specialist at MULTIVAC

Everything Is Documented

So, what has changed since the IAM solution was introduced? Standardization through clearly defined roles and the ability to assign access rights through automation and HR data imports have represented major advances for the company.

Departmental roles can now be assigned automatically, improving the consistency and accuracy of access rights. At the same time, this reduces administrative effort and eases the workload on our IT team.

Sascha von Uminski
System Engineer at MULTIVAC

The introduction of standardized roles and approval workflows simplifies access provisioning and improves traceability. Additional systems are integrated on a project-specific basis, depending on the interfaces available. At the same time, approval workflows are supported and business owners are more closely involved in access-related decisions.

The core support and infrastructure team consists of around 35 people, four of whom are responsible for access rights management. Sascha von Uminski explains: "Thanks to automation, we have been able to avoid the need for additional staff in access rights management despite the company's growth."

Compliance and Security: ISO Standards and SAP Audits

Another key benefit is comprehensive documentation. Previously, access requests came through a variety of channels. Today, everything is clearly traceable in Garancy – a major advantage during audits.

Regulatory requirements are not limited to the financial sector. Companies across industries are subject to stringent requirements relating to IT security and access rights management. For MULTIVAC, the requirements of ISO 9001 and alignment with ISO 27001, the internationally recognized standard for information security management systems (ISMS), are particularly relevant. Standardized and traceable access management processes provide an important foundation for the continued development of the company's information security management practices. SAP audits are another key consideration, as access rights play a central role in this environment. External auditors regularly impose strict requirements to ensure that annual financial statements can be audited correctly.

As part of its ongoing efforts to further develop access rights management in alignment with ISO 27001, MULTIVAC is currently working with the Garancy team to introduce the Recertification Center. The goal is to further standardize and automate the periodic review of access rights.

Instead of manually requesting access reviews from responsible stakeholders via email, the solution will support a structured, traceable recertification process going forward.



Conclusion

By introducing the Garancy Identity Manager, MULTIVAC has moved from a predominantly manual approach to access provisioning toward a more standardized and partially automated solution.

This has enabled the company to harmonize access rights management processes and establish a stronger foundation for traceability. The new role model and automated access management have not only reduced administrative effort, but also strengthened documentation and compliance.

● THE COMPANY

MULTIVAC Sepp Haggemüller SE & Co. KG

The MULTIVAC Group provides complete solutions for the packaging and processing of food, medical and pharmaceutical products, and industrial goods – continually setting new standards in the market as a technology leader. For more than 60 years, the MULTIVAC name has stood for stability and strong values, innovation and future readiness, quality, and outstanding service.

Founded in Germany's Allgäu region in 1961, the MULTIVAC Group is now a global solutions provider helping small and midsize businesses as well as large corporations make their production processes more

efficient and resource-conscious. Its portfolio includes a wide range of packaging technologies, automation solutions, marking and inspection systems, and packaging materials. The offering is complemented by processing solutions tailored to specific requirements – from slicing and portioning to bakery technology.

At MULTIVAC's training and application centers, solutions are tailored to individual customer requirements. Around 7,800 employees across more than 80 subsidiaries worldwide ensure close customer relationships and the highest levels of customer satisfaction – from the initial idea through after-sales service.



Facts & Figures

● FOUNDED

1961

● EMPLOYEES (2026)

APPROX. 7,800

● HEADQUARTERS

Wolfertschwenden,
Germany

● INDUSTRY

Packaging Industry

The Challenge

MULTIVAC was looking for a centralized management solution to manage identities and access rights for up to 8,000 users across its systems and applications worldwide. The goal was to automate the growing workload associated with provisioning and reviewing system access rights through the ticketing system.

Products Used

Garancy Identity Manager, Garancy User Center, Recertification Center, uConnect Advanced, Smart SCIM-Konnektor

Benefits of the Garancy Solution

Comprehensive user and role management, including recertification, helps ensure that each person has only the access rights they actually need. Fast, auditable processes increase security while helping meet the regulatory and IT security requirements faced by industrial enterprises.

Key Metrics

Connected systems: approx. 20
Roles configured: >20,000

Competitive Advantage

Information technology is advancing at an ever-increasing pace. IT teams need to keep track of new cloud models as well as developments in AI to effectively incorporate innovations in these areas into their IT strategies. This requires time – time that is often consumed by labor-intensive manual tasks such as access provisioning.

When a company like MULTIVAC automates these processes with IAM software, its IT specialists can refocus their efforts on strategic priorities, helping position the organization for long-term success and competitiveness.

Ready to Unlock New Opportunities?

Get in touch to explore how Garancy can support your IAM strategy.

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