Case Study

Unlocking the Future of Access: Leading Supermarket Chain's Seamless Move from Okta to PingOne

CHALLENGE

Complex IAM migration involving a mix of standard, legacy, and custom applications, with the need to maintain uptime, preserve security controls, and ensure compliance during the transition.

SOLUTION

Seamless, zero-downtime migration from Okta to PingOne using SDG's automated and manual hybrid approach powered by the proprietary **Modern Access Conversion Kit (MACK) accelerator.**

RESULT

Enhanced MFA, streamlined application integrations, measurable cost savings, and a scalable, secure, and future-ready Access Management environment.

SUMMARY

The client faced a complex identity migration initiative involving diverse applications, evolving compliance requirements, and a need for uninterrupted user access. Transitioning from an existing IAM platform to PingOne required a highly coordinated approach that could balance automation with manual effort to manage both standard and custom integrations.

SDG delivered a tailored migration strategy combining deep IAM expertise with automation, leveraging its proprietary Modern Access Conversion Kit (MACK) accelerator. This approach ensured business continuity, minimized risk, and maintained security controls throughout the transition. The successful migration resulted in enhanced MFA, streamlined app integrations, measurable cost savings, and a more scalable, future-ready Access Management environment.

IN DEPTH: CHALLENGES

The organization faced several complexities related to the migration of its Identity and Access Management (IAM) environment:

- **Comprehensive Environment Assessment:** Migrating from an established IAM platform required a thorough audit of existing application configurations, integration points, user groups, policies, and compliance dependencies.
- **Balancing Automation and Customization:** While many standard applications could be migrated through automation, legacy and custom apps required manual reconfiguration and validation—demanding both technical flexibility and precision.
- **Maintaining Business Continuity:** The migration needed to be executed without impacting day-to-day operations, requiring careful orchestration to avoid downtime and ensure uninterrupted access for users.
- **User Experience Assurance:** Extensive user acceptance testing (UAT) was necessary to validate access policies and authentication flows for different user roles and business units.
- **Security and Compliance During Transition:** Evolving security requirements and strict compliance standards required enhancements to MFA, logging, and access policies—while ensuring they remained effective throughout the migration process.
- **Training and Change Management:** Smooth user adoption of the new platform required targeted training and proactive support for IT admins and end users.

SOLUTION

To ensure a successful migration to PingOne, SDG implemented a hybrid approach that combined automation with expert-led manual processes, balancing efficiency, security, and flexibility at every step.

Migration Strategy & Planning

- **Comprehensive Assessment:** A detailed evaluation of the client's existing IAM environment, mapping key integration points, user segments, security policies, and compliance obligations.
- **Customized Migration Plan:** Designed a phased migration plan, including clear timelines, resource alignment, and risk mitigation strategies to ensure continuity and minimize business impact.

Modern Access Conversion Kit Accelerator

To streamline migration and reduce manual effort, SDG utilized its proprietary accelerator, Modern Access Conversion Kit (MACK). This API-driven tool was designed to:

- Extract application metadata from the source IDP
- Transform extracted metadata to PingOne application objects
- Auto-generate configurations in PingOne (application configuration, resource & scope mapping, authentication policies mappings, group assignments mapping)

MACK supported parallel migration threads, minimized human error, and significantly accelerated the pace of configuration rollout.

Automated Migration Approach

- **SSO and App Integration:** Leveraged MACK to automate SSO setup for key enterprise apps, ensuring speed, consistency, and reduced manual rework.

Manual Migration Approach

- **Custom App Handling:** Manually configured complex or legacy apps that required bespoke integrations.
- **User Acceptance Testing:** Ensured pre-rollout validation of all configurations and access policies.

Security Enhancements

- **Advanced Multi-Factor Authentication (MFA):** Implemented advanced, context-aware MFA policies and introduced modern authentication methods to strengthen the client's overall security posture.

Post-Migration Support and Optimization

- **Training & Enablement:** Provided hands-on training to IT admins and end-users for PingOne operations, MFA usage, and troubleshooting.

RESULTS

Following the successful migration to PingOne, the client realized significant improvements across its IAM environment.

- **Stronger Security Posture:** Adaptive MFA, context-aware access controls, and automated threat detection enhanced protection against unauthorized access and evolving risks.
- **Improved Integration and Automation:** Seamless integration with third-party applications and orchestration-driven workflows helped eliminate manual intervention and accelerate service delivery.
- **Streamlined Identity Management:** Lifecycle processes were optimized, reducing administrative overhead and enabling better policy enforcement.
- **Cost and Performance Optimization:** A more scalable and cost-effective architecture reduced licensing overhead and improved login responsiveness across user groups.
- **Regulatory Readiness:** Enhanced compliance reporting and audit capabilities strengthened the organization's ability to meet regulatory expectations and pass audits more efficiently.

Quantitative Benefits

- **40% Reduction in Analyst Workload:** Automated migration processes for application configurations led to a 40% reduction in manual tasks—translating directly into operational cost savings.

Qualitative Benefits

- **Improved User Experience:** Users reported faster, more reliable authentication and smoother access to critical applications.
- **Enhanced Security Framework:** New adaptive MFA and automated risk detection mechanisms elevated the overall security posture.
- **Operational Efficiency:** IT teams gained back time through reduced administrative overhead, allowing greater focus on strategic initiatives.
- **Confidence in Compliance:** Automated reporting and stronger audit capabilities increased confidence in meeting ongoing compliance requirements.

CONCLUSION

The migration to PingOne marked a pivotal advancement in the client's IAM journey. By combining SDG's expert-led, hybrid delivery model with its proprietary MACK accelerator, the organization transitioned from a manually intensive, expensive IAM model to a cloud-native, automated, and scalable solution.

Key outcomes included:

- A 40% reduction in analyst workload
- Measurable cost savings by optimizing administrative overhead
- A scalable, secure, and future-ready Access Management environment

This seamless transformation not only delivered immediate operational and security improvements but also positioned the organization for long-term growth, agility, and resilience in an increasingly complex identity landscape.

ABOUT SDG

With more than 30 years of experience partnering with global enterprises on complex business and IT initiatives, SDG is a trusted provider of advisory, transformation, and managed services. The firm empowers organizations to strengthen cyber resilience by integrating AI into identity, threat, and risk management solutions that protect digital assets and deliver measurable business value. Learn more at www.sdgc.com.

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