

## DIYCorp extends Oomnitza usage to automate and secure employee offboarding amid significant workforce reductions

**98%**

successful  
endpoint  
recovery

**96%**

time reduction for  
complete access  
revocation

**100%**

compliance with CIS/NIST  
framework despite disruptive  
workforce reduction

DIYCorp is a retail leader in the “do it yourself” home improvement market committed to providing excellent service. With a focus on its customers, supply chain, and technology, they offer design services, expert advice, and low prices. As such, they have invested heavily in technology to make their operations more efficient, and systems and tools needed to manage their IT environment across hundreds of locations.

DIYCorp had already invested in and deployed Oomnitza, an Enterprise Technology Management (ETM) solution, to manage the lifecycle of their hardware, software and virtual technology assets.

Due to macro economic factors and softness in the retail market, DIYCo was faced with the need to reduce their workforce by several thousand full and part time workers. This restructuring brought up several challenges related to securely offboarding employees in an efficient, compliant and financially sound manner. As a result, DIYCorp partnered with Oomnitza to expand their use case to rapidly deploy and automate the Separation to Recovery (S2R) Secure Offboarding Process.

### Business Profile

- **Industry: Retail**
- 31,000+ full and part time employees
- \$11 billion annual revenue
- 55,000+ endpoints
- 200+ IT managed and unmanaged SaaS apps
- Multi-cloud infrastructure

## Urgency and Impact

When a large company is forced to make difficult decisions that impact several thousand positions at one time, severe burdens are placed on IT teams. Due to the urgency, most offboarding tasks are often accomplished manually with little coordination between systems. In DIYCorp's environment, these tasks would have represented immense overhead for their IT department which was also impacted by the restructuring. Over 40 manual touch points and help desk tickets would be required per departing employee in order to:

- Quickly and completely revoke access to systems, applications, SaaS, and cloud resources
- Catalog all cloud resources per employee to reduce the likelihood of orphaned instances
- Set in motion a plan to recover thousands of devices
- Determine what systems and applications might have work in progress and transfer ownership to manager or other peers to ensure business continuity
- Establish a new baseline of required software and SaaS licenses for vendor renegotiation

Accomplishing these steps represents a daunting and time-consuming heavy lift for any IT team without the right solution and processes in place.

## Lightening the Load

DIYCorp reached out to the Oomnitza Customer Success team for assistance. After reviewing requirements, the Oomnitza team recommended the Separation to Recovery (S2R) Secure Offboarding Process, which was fully implemented within 10 business days.

DIYCorp leveraged Oomnitza's powerful low-code workflow engine to deploy the S2R process and automate repetitive, manual and error-prone tasks.

## DIYCo's environment:

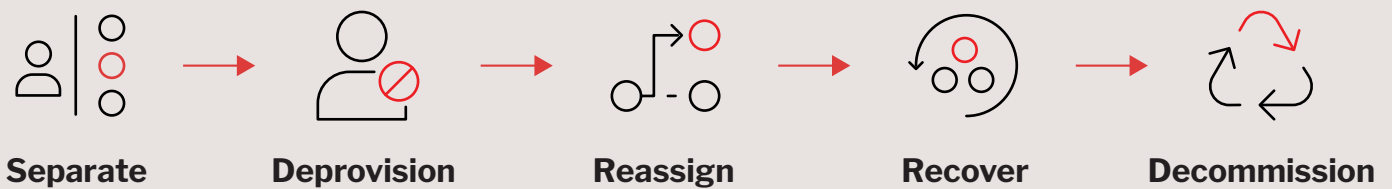
- **Microsoft Intune** for endpoint management
- **Tanium** for endpoint management
- **CrowdStrike** for endpoint security
- **Meraki** for network infrastructure management
- **Google Workspace** on all Android devices
- **Jamf** on all Mac and iOS devices
- **Jamf Mobile** on all Mac and iOS mobile devices
- **CDW** relationship for procurement
- **Okta** for single sign-on
- **ServiceNow** for service management and ticketing
- **Workday** for human resource management



The team at Oomnitza helped us automate the S2R 'zero touch' secure offboarding process. As a result, we were able to recover a high volume of employee issued endpoints, as well as dramatically reduce the risk of unauthorized access to company systems and data. I highly recommend Oomnitza for anyone looking to streamline and secure their IT offboarding process.

**Vice President, IT Services**  
**DIYCorp**

## Secure Offboarding Process with Oomnitza



### Separation

- Integration with Workday to automatically activate a workflow in Oomnitza once there is a pending change to employee's status in the HR system
- Automatically send confidential notifications to stakeholders including IT, finance, legal, and department heads with an inventory of all equipment assigned to the employee and the systems they have access to

### Deprovision

- On separation day, lock a variety of assigned laptops and mobile devices (HP, Lenovo, Dell, Apple, Microsoft and more) to restrict access to proprietary data through integration with Jamf and Tanium
- Turn off access to SSO-managed SaaS applications via integration with the Okta Identity Engine
- Remove access to Amazon Web Services as well as other applications that are provisioned without Okta through direct integration

### Reassignment

- Ensure work product in systems such as Google Workspace, Salesforce, AWS, and other services are transferred to employee's manager or other designated peer for business continuity
- Auto-forward inbound emails for former employees to a manager or other mailbox, delete recurring invites

### Recovery

- Automatically send a prepaid shipping label to the former employee for return of their assigned endpoints via integration with FedEx tracking
- Recover software licenses for either reuse by another employee, or to renegotiate vendor agreements

### Decommission/Reallocation

- Automatically assign endpoints to either the reallocation pool or send for end of life processing based on warranty date
- Wipe device, update the asset registry, and return to inventory or label it for e-cycle/disposal in the fixed asset register

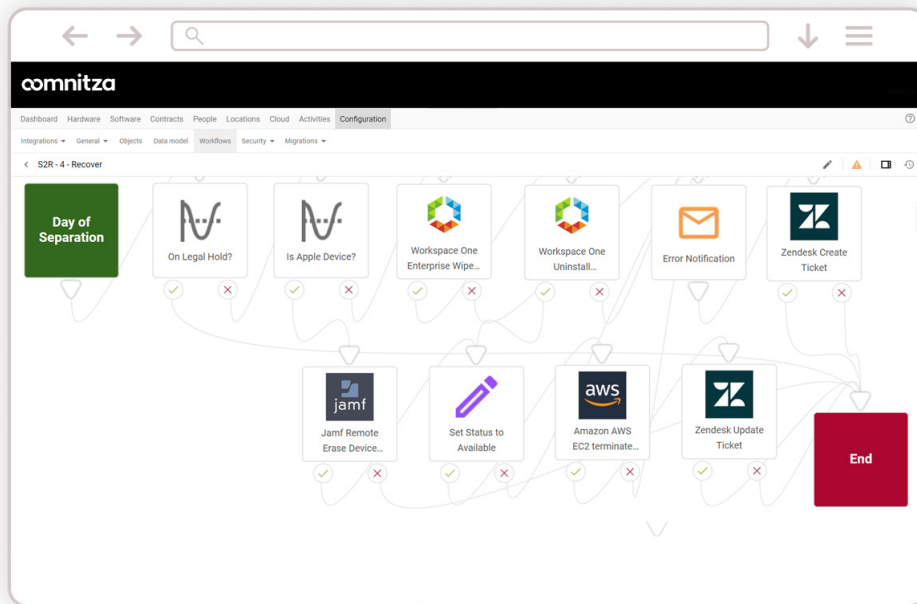
DIYCorp realized results almost immediately. They were able to process a large number of offboarding employees, with little or no manual interaction. And they not only successfully recovered most of the employee assigned endpoints, they also achieved security framework compliance and protected company data from unauthorized access.

## Moving at the Speed of Business

By leveraging the flexibility and expandability of their existing Oomnitza solution, DIYCorp was able to quickly pivot their business in response to external economic and market conditions.

Business disruptions can be challenging, especially when long term employees now need to take on additional tasks. As a result of expanding their use of Oomnitza, DIYCorp was able to realize significant cost savings, security improvements and IT efficiencies.

- **Cost efficiencies:** DIYCorp successfully reclaimed 98% of endpoints from departing employees. This, by itself, achieved savings of several million dollars.
- **Resource efficiencies:** As the extensive number of manual processes for offboarding thousands of employees was reduced, their IT team was able to save hundreds of hours per month and keep their scarce IT resources focused on business critical projects.
- **Security improvements:** The completion time to remove access to key systems for departing employees as a result of using the automated S2R process was reduced to a few minutes and they were able to achieve compliance with CIS and NIST frameworks. This dramatically reduced the risk of proprietary data exposure to unauthorized persons.
- **Automation:** DIYCo extended their use of automation from technology lifecycle management to secure employee offboarding. They reduced a level of effort with over 40 manual touch points and help desk tickets down to a zero touch automated offboarding process.



## About Oomnitza

Oomnitza offers the industry's most versatile Enterprise Technology Management platform that delivers key business process automation for IT. Our SaaS solution, featuring agentless integrations, best practices and low-code workflows, enables enterprises to quickly achieve operational, security and financial efficiency leveraging their existing endpoint, application, network infrastructure and cloud infrastructure systems. We help some of the most well-known and innovative companies to optimize resources, mitigate cyber risk, expedite audits and fortify digital experience.

# oomnitza

Learn more at  
[www.oomnitza.com](http://www.oomnitza.com)