

Optimized lifecycle management streamlines efforts for TeamSense

This text-first fully automated absence reporting system looks to OneLogin for a trusted access management experience

TeamSense[✓]

Country: **United States**

Employees: **11-50**

Industry: **Software, Manufacturing**

Website: teamsense.com

Video Case Study URL 

Challenges

TeamSense sought an access management solution that avoided over-engineered tools while bolstering security with a well-vetted workforce and CIAM solution for identity management.

Solutions

OneLogin provided TeamSense with the customization needed to streamline identity lifecycle management, ensure compliance for both TeamSense and its customers, and enhance security through out-of-the-box features.

TeamSense is the only text-first, fully automated absence reporting system specifically designed for manufacturing and logistics. It streamlines how frontline workers report absences and provides companies with insights to develop targeted training and coaching programs.

Products Featured

- OneLogin

Solutions Featured

- Access Management

Results or Benefits

- Easy setup and configuration
- Compliance and regulation for manufacturing customers
- Simplified security with appropriate guardrails and less over-engineering
- Full customization for streamlined onboarding
- Optimized and automated identity lifecycle management

For such an enterprise, identity management is crucial, and an access management tool is critical, especially since TeamSense works so extensively with the manufacturing industry.

Manufacturing companies have unique needs, complex ecosystems, and a diverse array of tools and applications to manage. For instance, a company might use lifecycle management tools and product lifecycle management solutions that are not reported on the assembly floor, but

rather by someone running the business unit. Manufacturing firms often juggle both full-time and seasonal employees, which further complicates the management of credentials for these systems.

"Access management is truly critical within the manufacturing industry," stated Abika Nimmakayala, TeamSense's CTO. "The key needs that drive a proper access and identity management solution are ensuring productivity, efficiency, and removing login fatigue."

Beyond managing employee credentials and provisioning access, manufacturing companies must ensure IT governance remains uncompromised, business operations run smoothly, and solutions facilitate regulatory compliance. To conduct their own certification validations, robust technological safeguards, such as effective access management, are essential.

Solutions must meet a range of criteria, encompassing security management, governance, risk reduction, and efficiency. It is critical to know who is logging into systems, authenticating, and accessing applications at the appropriate level. Tracking these activities can be challenging without the right solution.

TeamSense recognized the necessity of offering a SAML and SSO-based application with CIAM capabilities, particularly for their enterprise clients who maintain a more robust security stance. It was equally crucial to ensure their chosen solution allowed for flexible customization in onboarding and automation processes.

In evaluating solutions, Nimmakayala prioritized vendors that demonstrated a strong commitment to industry standards, emerging use cases, prompt patching of exploits and vulnerabilities, and active engagement in industry-level research. Beyond security, key evaluation metrics included the speed of customer support, the quality of technical documentation, and the availability of professional services.

Vetting all the results, we went with OneLogin because it met a lot of our needs. But also, we have noticed a few of our customers are already on OneLogin as well, which spoke to OneLogin adoption within the industry.

Abika Nimmakayala
CTO
TeamSense

Though the team was well-acquainted with a competitor, TeamSense decided to turn to OneLogin.

"Onboarding with OneLogin was incredibly smooth, from setup to configuration," Nimmakayala said. "We had a few calls about customization, but the process was largely hands-off. The streamlined adoption allowed us to stay within our allocated timeframe and focus on other priority deliverables."

Nimmakayala highlighted that OneLogin's ability to "plug in" to complex ecosystems, by clearly defining the necessary data input blocks, significantly reduces friction. This capability complements the benefits of SSO, MFA, and streamlined lifecycle management and maintenance that OneLogin provides her team.

TeamSense has significantly improved efficiency and reduced costs through its adoption of OneLogin, all while maintaining robust customization and automation features. Nimmakayala noted the impact: "Speaking in terms of impact of OneLogin on TeamSense, now SSO and identity management are actually the most asked-for features from any of the enterprise customer conversations we had. And TeamSense is growing, growing with all sizes and scales of customers."