

# Reduce the Chaos, Cost, and Risk of Providing Access to Convenience Store Third-Party Suppliers and Non-Employees

## CONVENIENCE STORE USE CASE

### INTRODUCTION

The convenience store franchise business model is sensible and profitable; however, it introduces complexities when it comes to managing identity and access. In particular, the sheer volume of third-party suppliers and the employees hired by the franchisees. While franchisees are associated with a franchisor, they are, in fact, non-employees when it comes to their identity and access of the franchisor's network and platforms.

Convenience store franchisors rely heavily on a vast network of traditional third-party suppliers, vendors, and contractors to succeed. And much like the franchisee's employees, these third parties' identities with access to the franchisor's systems must be meticulously managed to ensure appropriate access is provisioned. Yet, [breach data](#) clearly shows they are not.

Emerging quickly are a slew of non-traditional or non-human third-party technologies like autonomous checkout, self-service options, and electric vehicle charging stations – all of which also require varying degrees of identity management before access should be granted to the franchisor's systems.

### THE CHALLENGES

The franchisor's business processes for accurately identifying all non-employees (franchisee employees, suppliers, vendors, non-human identities, and more) who require access, and provisioning access to their systems, are often chaotic and convoluted. Typically, a non-employee's identity and subsequent access request is managed and executed by a large, internal team. This process is known to be highly manual, complex, and time-consuming, even among franchisors who utilize identity governance and administration (IGA) tools or homegrown systems. Because these systems are generally unable to effectively associate the relationship of the individual user requesting access to their organization, the franchisor's ability to accurately identify and appropriately provision the user's access is cumbersome at best, and sometimes, non-existent. **This leaves franchisors spending excessive amounts of time and money managing a process that is not only inefficient but exposes them to greater cybersecurity risk.**

Additional challenges include:

- No single source of truth or central management of non-employee identities
- Slow, convoluted, and chaotic process to onboard, offboard, and grant access for third parties
- Lack of staff/resources required to manually manage hundreds, even tens of thousands, identities
- Over/under-provisioned access and forgotten or orphaned accounts that lead to security risks
- Inability to delegate identity administration
- Lack of visibility and auditability into all access, both internal and external, at the identity level
- Segmenting or partitioning specific populations to ensure privacy or meet compliance demands

### CYBERCRIMINALS TARGET CONVENIENCE STORES

The headlines are easy to find: *Cyber-attack forces over 300 convenience stores to close...Convenience Store Hit with Massive Data Breach...Over 70 Stores Hit by Breach.*

Experts predict that cybercriminals will escalate their efforts on convenience stores because these previous attacks have delivered such huge successes. The convenience store industry's vulnerabilities have been unearthed, and convenience stores that fail to address their third-party identity and risk management processes could soon face catastrophic consequences.

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### THE SOLUTION

Convenience store franchisors that utilize manual processes or homegrown systems (and/or IGA tools) to administer non-employee access face the tough task of accomplishing a time-consuming, expensive, and complex process within a system that isn't built for the unique needs of the convenience store franchise model. **SecZetta's Third-Party Identity Risk solution solves the business problems franchisors face by providing complete identity control of their entire non-employee population.**

SecZetta is the only commercial solution on the market that:

- Natively supports the convenience store franchisor's non-employee (franchisees, vendors, suppliers, non-humans, and more) identity needs without requiring extensive customization.
- Grants relationship-based access and/or permission-based access, enabling user-appropriate data visibility and process capabilities so that any non-employee can perform his/her tasks within a dedicated portal.
- Automates identity lifecycle processes based on the non-employee's role, as well as segregate's identity information for each franchise, vendor, and supplier, which ensures swift, accurate onboarding, revalidation, and termination of access.
- Provides full visibility of every country, state, franchise, and line of business difference by clearly defining the relationships between the franchisor and franchisee, supplier, or other vendors.
- With SecZetta, a franchisor can apply a higher standard of control and care that aligns with their corporate risk strategy across their entire franchise establishment.

### SUMMARY



#### IDENTITY REPOSITORY

A centralized, highly scalable, and visible repository of identity data attributes for ALL non-employees that informs downstream identity and access solutions and processes.



#### WORKFLOWS

Easy to tailor unique workflows to coordinate complete non-employee lifecycle management for all populations, even for multiple populations with complex requirements.



#### COLLABORATION & CONNECTIVITY

Enables collaborative data collection among many sources, including internal and external users as well as connected systems.



#### RELATIONSHIP ENGINE

Identify and track multiple, complex relationships among identities and other entities.



#### REDUCE COSTS

Save costs by eliminating wasteful, time-consuming manual processes with a single, easy-to-use application with drag-and-drop, no-code configuration.



#### STRENGTHENED SECURITY

Execute risk-based identity and access lifecycle strategies to mitigate risk of a third-party breach.

### ABOUT SECZETTA

SecZetta's solutions enable organizations to execute risk-based identity access and lifecycle strategies for diverse non-employee populations. Because the solution is purpose-built, it's uniquely able to manage the complex relationships organizations have with non-employees in a single, easy-to-use application that simultaneously helps facilitate commercial initiatives, support regulatory compliance, and reduce third-party risk. For more information visit, [www.seczetta.com](http://www.seczetta.com), [schedule a demo](#) or take a [self-guided product tour](#).

Read more about SecZetta's work with Franchise Organizations [Here](#).