



**ENGie**

**Case Study**

**okta**



ENGIE leads the world to a sustainable future. Okta plays a central role.



## Overview

### Industry

Energy

### Company Profile

ENGIE Group is an innovative power, natural gas, and energy services company employing over 150,000 people worldwide. The company develops its businesses around a model based on responsible growth, to take on the challenges of energy's transition to a low-carbon economy: Access to sustainable energy, climate change mitigation and adaptation, and the rational use of resources.

### Business Situation

To lead the transition to a more sustainable and geopolitically balanced world, ENGIE Group made a decision to move to a flat business model, distributed across 24 geographically oriented business units. ENGIE IT was tasked with developing, on an extremely short timeline, an infrastructure to support the effort. Key to the enterprise was finding an identity and access management solution that could connect business units globally, while facilitating adaptation and innovation at the local level.

### Solution

After evaluating several solutions, including Microsoft Active Directory Federation Services, ENGIE chose Okta with Universal Directory. Okta's ability to simply and quickly connect Active Directories built in different ways was a major factor in the decision, along with its ability to integrate a broad variety of Microsoft and non-Microsoft applications. The ENGIE team met their deadline, deploying Yammer and Skype across the company in six months, with Microsoft Exchange and the complete Office 365 platform following soon after. In the next few months, ENGIE deployed Syncplicity and OneHR company-wide, along with 40 other applications requested by business teams. Soon, ENGIE plans to implement Okta Multi-Factor Authentication, adding another layer of security for a highly regulated industry leader.

### Benefits

- 120,000 employees using Okta to access applications from anywhere, on any device
- 40+ applications integrated into Okta at the request of business units
- 6 months to roll out Office 365 globally, tailored to local business requirements
- 100+ Active Directory domains consolidated to create one Global Address List for Office 365
- 90% of IT users with desktop single sign-on
- 100% elimination of connector maintenance for cloud apps
- 2,500 hours saved annually on synchronizing user stores
- €500K in productivity savings because new employees can get their apps faster
- Global communication and support for an agile, decentralized business model
- Simplified security and access across the enterprise



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### Global transformation for a planetary challenge

ENGIE resolves to lead the transition to a more sustainable world. To align, the company moves from a hierarchical business model to one distributed across 24 geographies.

### A search for agile connection

ENGIE IT looks for an identity solution that can connect business units globally, while facilitating adaptation and innovation at the local level.

### Simplified synchronization

After testing several solutions, ENGIE chooses Okta Universal Directory for its ability to simply and quickly connect 100+ Active Directory domains that had been built in different ways.

### Transformation on a timeline

ENGIE deploys Office 365 to 120,000+ employees in 60+ countries in six months. The Okta platform facilitates both global communication and an agile, decentralized business model.

### A more inclusive enterprise

IT gains the trust of ENGIE business leaders, quickly integrating 40+ requested apps. The company brings an additional 50,000 field workers online for the first time.

### Steadfast security

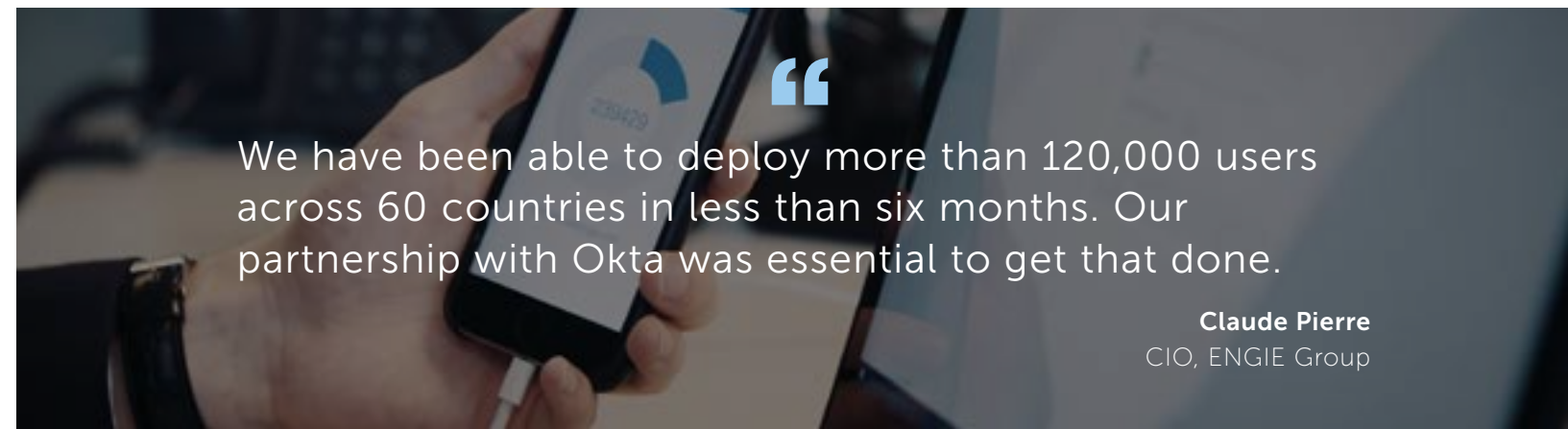
Okta simplifies security and access across ENGIE. The company makes plans to implement Multi-Factor Authentication, adding another layer of protection for sensitive documents.



## Engie's Journey

### An industry in flux

The energy industry is facing dramatic change. In a 2016 presentation at the Bpifrance Inno Génération entrepreneurs fair in Paris, Isabelle Kocher, CEO of ENGIE Group, called climate change "a fundamental and general invitation to every one of us...to invent something completely different." Kocher has put that call into action, charging ENGIE, an international purveyor of power, natural gas, and energy services, with leading the transition to a more sustainable, de-carbonized world.



“We have been able to deploy more than 120,000 users across 60 countries in less than six months. Our partnership with Okta was essential to get that done.”

Claude Pierre  
CIO, ENGIE Group





Kocher’s “something completely different” revolves around “two inextricably linked driving forces: energy and digital.” On the one hand, developing renewable energy solutions to create a world with “better geopolitical balance.” On the other, taking advantage of the Internet of Things to help customers streamline and optimize energy consumption.

To help ENGIE’s 150,000 employees forge the way in this new energy world, the company is moving from a hierarchical business model to one that is flat and distributed across 24 geographically oriented business units. As CIO Claude Pierre explains, “The old world was centralized in terms of energy production. We are moving to a more decentralized environment, with more renewables in the energy mix.”

“Our customers want to be more involved in the way they consume energy, the way energy is produced,” says Pierre. As a result, ENGIE is bringing its focus closer to the local level, to develop solutions that are aligned with the specifics of local markets.

### A search for agile connection

For its part, ENGIE Group Digital and IT Department is challenged to support those 24 new business units with consistent, reliable global solutions, while giving them the freedom to adapt quickly at the local level. Early on, Pierre and his team knew that cloud solutions would play a central role in the transformation, along with the ability to support mobile access.

The right identity and access management solution would be key. “Our ambition was to set up a global solution covering all geographies and enabling all applications to be accessed from anywhere, from any device,” says Pierre. That solution needed to be simple, secure, and user friendly.

In evaluating vendors, Pierre had three primary requirements for the company’s identity solution:

### 1. Reliability

ENGIE employees work around the clock, all over the world, and it’s crucial that they be able to access their IT solutions at all times.

### 2. Neutrality

While ENGIE Group Digital and IT Department planned to implement Microsoft-focused collaboration and productivity tools, they wanted to be sure that the new platform would connect as deeply and easily with non-Microsoft applications, as well.

### 3. Future-readiness

For an industry that is changing so quickly, it was critical to deploy an identity solution that would encourage and facilitate ongoing adaptation and innovation—for the foreseeable future.

### A kinder, simpler M&A experience

The ENGIE team was impressed by the Okta user experience, and by the support they received from Okta during testing. Security was also a critical factor in the Okta choice. Local IT managers appreciated the fact that Okta was non-intrusive, working with existing on-prem infrastructures, rather than forcing wholesale changes or potential openings for hackers.

But if you could point to a single reason that ENGIE chose Okta, it would be this: Like many giant enterprises, ENGIE experiences constant M&A activity—buying companies, spinning off companies, and doing their best to keep everyone happy and productive through it all. Okta Universal Directory makes it easy for IT to synchronize data from various directories across the company, greatly simplifying what had been an extremely complex and time-consuming process.



“We took care to address local constraints and agendas, but this entire IT community now plays as one single global team, sharing a common platform.”

**Youssef Tahini**  
Chief Infrastructure Officer,  
ENGIE Group

Today, it takes two weeks instead of two months to begin collaborating with a newly acquired domain. With all 100+ AD domains now connected to Okta, ENGIE easily provisions users across all domains into a single, consolidated AD domain, making synchronization to Office 365 much simpler. Okta Single Sign-on has replaced AD FS for federating users to Office 365, and when it’s time to deprovision users, one AD update is all it takes to remove access to both cloud and on-prem apps.

With Okta, ENGIE gains newfound agility and responsiveness for integrating new applications, for integrating or spinning off businesses, and for making the dramatic shift to a distributed business model.

### Distributed IT that works globally

The ENGIE team was on an extremely short timeline, considering the size of the company and what they were trying to do. Youssef Tahini, chief infrastructure officer, was charged with delivering a collaborative platform for 120,000 employees by early January 2016—just a few months after they signed with Okta. They would start by rolling out Yammer and Skype, following it with Microsoft Exchange online and the rest of the Office 365 portfolio.

Okta implementation took all of three months, and was closely integrated with local support activities, so that each team felt actively included in the transition. “This decentralized model of support and service is key for us,” says Tahini. “On the central team, we have a lot to learn from our local colleagues, who face many different configurations, situations, constraints, and agendas.”

ENGIE Corporate IT worked closely with local IT organizations to design processes and define central infrastructure components. The team created what they call “technical joining rules” to provide a consistent structure that allows each organization to access the common platform in the same way. Once on the platform, local IT teams could then easily “turn on” any other applications that are required or preferred by employees or business functions in that region. By January, local teams had connected to the platform and the program was underway.

### A more inclusive enterprise

Once Office 365 had been deployed across the company, requests to add more applications to the platform began rolling in. First came Syncplicity, a file sync and share application.

Then came OneHR, a company-wide human resources management tool. Okta made it possible for ENGIE to completely de-correlate cloud applications from on-prem infrastructure so that IT could separate a lengthy AD clean-up project from the onboarding of new cloud apps. Today, the time to onboard new apps has been reduced by seven days, and word is spreading among ENGIE’s business leaders. At this point, IT has integrated more than 40 applications with Okta, at the request of various global and local business managers.





The company also brought an additional 50,000 field workers online for the first time. People who were never included in AD because of the licensing cost have been added to Universal Directory and connected to the HR system. A whole new world has opened up for those employees, who can now collaborate with the rest of the company and be included in ways they hadn't been before.

### A strong internal foundation

ENGIE is currently using RSA SecureID for multi-factor authentication, but plans to implement Okta Multi-Factor Authentication, adding another layer of security for a highly regulated industry leader. Okta simplifies security and access across the company, making it as easy and secure for employees in the field to connect to their work as it is for someone on the corporate network.

For the moment, ENGIE is focused on solidifying its internal collaboration platform and integrating all the application requests coming in. Once that phase is complete, it'll be time to enable a broader platform ecosystem that includes partners and customers, as well. At that point, Kocher's vision of integrating energy and digital to address planetary challenges could take on a life of its own.

### Achieving the best of both worlds

When large organizations announce sweeping organizational changes, they're often met with resistance. It's hard for people to accept a shift in the way they work, even when that shift ultimately works in their favor. The ENGIE transformation is remarkable because of how swiftly it occurred, and how quickly its leaders gained the trust and confidence of local teams. Tahini and Pierre attribute much of that success to the reliability, performance, and simplicity of the Okta platform.

Okta's role in the ENGIE infrastructure is key because it's the entry point to all global applications. It allows users to securely and efficiently access the platform.

#### Youssef Tahini

Chief Infrastructure Officer  
ENGIE Groups

#### About Okta

Okta is the leading provider of identity and mobility management solutions for the cloud and mobile enterprise. By harnessing the power of the cloud, Okta allows people to access applications on any device at any time, while still enforcing strong security policies. It integrates directly with an organization's existing directories and identity systems, as well as 4,000+ applications. Because Okta runs on an integrated platform, organizations can implement the service quickly at large scale and low total cost. Thousands of customers, including Adobe, Allergan, Chiquita, LinkedIn, and Western Union, trust Okta to help their organizations work faster, boost revenue and stay secure.

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Okta allows employees in the field to connect from the Internet just as securely as though they were connecting from a corporate network.

Youssef Tahini

Chief Infrastructure Officer, ENGIE Group

