



DriveTime

Situation

Headquartered in Tempe, Arizona, and founded in 2002, DriveTime is a fast-growing private used car retailer and finance company that aims to help people with problem credit to purchase vehicles. With over 140 dealerships across 26 states and a plan to continue aggressive expansion, DriveTime needed to find a way to improve the management of their applications and permissions across a number of different systems. In addition to the goal of better system management, DriveTime needed to address the problems that were causing them to miss goal markers.

Fortunately for Jeremy Rousseau, the IT Audit Manager of DriveTime, a colleague had previously worked with Avatier and spoke highly of the product. After doing some thorough research into the many identity management systems available, Mr. Rousseau narrowed his choices down to five companies. He then brought in representatives from each company to be questioned by DriveTime engineers and present their solutions to DriveTime directors and decided a month later to move forward with the purchase of the Avatier Identity Management Suite (AIMS).

Installation and setup of AIMS began in mid-August of 2016 and was completed just over six weeks later. According to Mr. Rousseau, the installation process has been unexpectedly fast: "Once we started the installation, that has been six weeks ago and we have it almost complete. Avatier has been right on the ball, and it's been a fantastic experience." He goes on to explain that Avatier's seamless integration with Active Directory and its virtual connector with AS400, an aging technology that many companies continue to use, have been important components of the Avatier solution that he couldn't find for a competitive price anywhere else.

Solution

"We try to get everything authenticated off of Active Directory, which was a big selling feature," Mr. Rousseau says. "The fact that we could tie everything with Active Directory and have the virtual connectors to provision everything else was a pretty big win-win for us." Compared to the competition, Avatier offered the most comprehensive solution with everything that DriveTime needed to move forward, at a competitive price.

"For us, we started the conversation solely around Identity Enforcer, and then we bought the entire suite," Mr. Rousseau points out. Avatier's products are an exceptional value for what they provide. When Avatier's product wasn't quite what DriveTime needed, Avatier reached out to their engineers to tweak the software's customization to meet their needs.

Benefits

Mr. Rousseau is effusive in his praise for Avatier. "Centralized management and the fact that we can make certain pieces available to certain individuals at certain levels, the technology that you've got behind is simple and easy to use. We can configure everything at the home office and have it propagate throughout the company." He goes on to state that, "It's going to automate between 40-45% of the help desk tickets that we receive a month." Avatier's identity solutions have enabled DriveTime to speed up the process of identity verification.

Furthermore, the top-notch customer service and documentation were just what DriveTime was looking for. "In our extremely unique situation and infrastructure, it was perfect. You guys helped us fix some problems we didn't even know we had."

DriveTime

DriveTime is the largest car dealership network and finance company in the nation, helping people with credit issues find and finance great used cars. DriveTime employs over 5,200 people in 26 states with 140 dealerships across the country.

For More Information

To learn more about DriveTime and other identity management implementations, contact Avatier Sales by phone at 925-217-5170, or email us at sales@avatier.com

Solution Overview

Customer Size

Approximately 3,800 employees and 5,000 users

Systems Integrated

SQL servers

Microsoft Active Directory

AS400

Country/Region

United States – Southwest

Business Situation

DriveTime chose Avatier to help improve application and permission management, and to assist in passing annual audits.

Solution

Avatier's Identity Management Suite (minus SSO)

Modules Purchased

Avatier Password Management - Password Station

Avatier User Provisioning - Identity Enforcer

Avatier User Provisioning - Group Requester

Avatier Access Governance- Compliance Auditor

Avatier Access Governance- Group Enforcer

Benefits

Avatier's virtual connectors and Active Directory integration make it easy to increase organization and the convenience of accessing information.

Organization Profile

DriveTime is the largest car dealership in the nation, employing over 3,800 people to help customers with problem credit secure a vehicle.

"Avatier's products are an exceptional value for what they provide."

Jeremy Rousseau, IT Audit Manager