

Mattress Firm: Security and innovation



Profile:

Founded in 1986, Mattress Firm strives to help customers find the beds they want at the price that fits their budget. Today, Mattress Firm has grown to be America's largest specialty mattress retailer, with more than 3,000 neighborhood stores and a passion for helping people find the right bed.

Location:

Houston, Texas

Industry:

Retail

Website:

www.mattressfirm.com

Solutions:

- Ivanti® Identity Director
- Ivanti® Automation

Benefits:

- Automated delivery and return of services
- Freed IT from manual tasks
- Allowed more time for IT to focus on innovation
- Simplified auditing and compliance

With the help of Ivanti software, Mattress Firm can tackle today's tasks while anticipating tomorrow's.

The goals

For a growing, competitive company like Mattress Firm, innovation is everything.

Learning how to better utilize data allows the company to anticipate how successful an annual sale will be. An automated system that frees IT employees from having to manually input personnel changes in the company—a new hire, promotion or termination—into the software system.

That limits human error. It also gives employees time to think in more innovative ways, giving Mattress Firm an edge over the competition.

The solution

That's why Mattress Firm started working with Ivanti three years ago. Today, it utilizes the entire Ivanti identity and access management solution, including Ivanti Identity Director and Ivanti Automation.

Ivanti's software has helped Mattress Firm make great strides. But Keith Lutz, Mattress Firm's Vice President of Infrastructure, said the bigger value is what the technology can do for the company going forward.

"I don't think there is a limit," he said. "I think a lot of people say, 'Oh great, I automated it, now I'm done,' and if that's the case then they're short-sighted on the true value of what they are able to do."

For a company that handles 3,000 to 7,000 IT identity alignment tasks on an average day and 20,000 to 30,000 changes on a day where the company is in realignment, reliable software is crucial.

There is other automation software on the market. What sets Ivanti's programs apart is the ability to make real-time adjustments when an employee's position changes. Identity Director automatically adds or scales back access to sales data, time card approval, or how much of the reporting system is visible, among other things.

"All that changed was HR changing their title and if needed their location," Lutz said. "Identity Director picked that up and made all the downstream changes in the system automatically because of a single change."

That assurance—making sure all the changes are made correctly—is something employees doing these tasks manually simply cannot provide.

“Who is going to take the responsibility of making sure that a user is pulled out of every single secure group they’ve ever been assigned to?” Lutz said. “Who’s going to take responsibility to make sure that a user is pulled from every single distribution list they’ve ever been assigned to? No one does that because it is so tedious and no one has time to do it. Well, Ivanti does it.”

The automated changes save time and allow employees to think toward the future. As a company subject to audits, they also provide Lutz peace of mind.

“Now, with confidence, auditors can come in and we know we’re going to be in the high 90s for percent of success because we don’t require or allow manual intervention,” Lutz said.

Looking to the future

Ivanti’s software doesn’t just help Lutz and his team execute their current duties to the best of their abilities. It allows them to figure out what Mattress Firm will look like years from now.

Mattress Firm is now preparing to take Ivanti’s software capabilities to the next level by experimenting in machine learning. By doing that, the company’s computers will be able to take data and produce information they weren’t specifically looking to collect or process.

Lutz said this could allow Mattress Firm to track sales in correlation to weather. Inclimate weather can have a huge effect on sales, so without calculating for weather, changes in sales on certain days year over year can be hard to explain. With automated actions based on this type of data, the changes can’t just be explained, they can be predicted.

“Our next big adventure with automation is machine learning, where it’s pulling in data, it’s pulling in sales, it’s pulling in weather, it’s pulling in any conditions around there and being able to calculate what our sales projections are going to be for any given holiday,” Lutz said.

As Mattress Firm uses innovative thinking to continue to grow, Ivanti will be right along side providing all the necessary support. Mattress Firm has 30,000 automated transactions on a busy day, but it aspires for 100,000 automated transactions. Ivanti has pledged to build up to that capacity before Mattress Firm hits its goal.

That pledge gives Lutz confidence in the partnership between Ivanti and Mattress Firm. It’s that commitment, coupled with the accuracy and ability of the Ivanti solutions that makes Mattress Firm an enthusiastic consumer of Ivanti programs.

“It changes the way we work,” Lutz said. “It helps me sleep better because I know that our systems are going to be more accurate, stable, and secure.”



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Mattress Firm’s results are specific to its total customer environment / experience, of which Ivanti is a part. Individual results may vary based on each customer’s unique environment.