



ServiceMaster Company

The Business

ServiceMaster Company, Inc. is a Fortune 500 company that provides services to residential and commercial customers in the United States, serving millions of homes and businesses each year. Their core service capabilities include lawn care and landscape maintenance, termite and pest control, home warranty, disaster restoration, cleaning, furniture repair, plumbing, heating and air conditioning services. These services are provided through a network of over 5,500 company-owned locations and franchise licenses, operating under leading brands which include TruGreen ChemLawn, TruGreen LandCare, Terminix, American Home Shield, American Residential Services, Rescue Rooter, American Mechanical Services, ServiceMaster Clean, Merry Maids, AmeriSpec and Furniture Medic.

Challenges

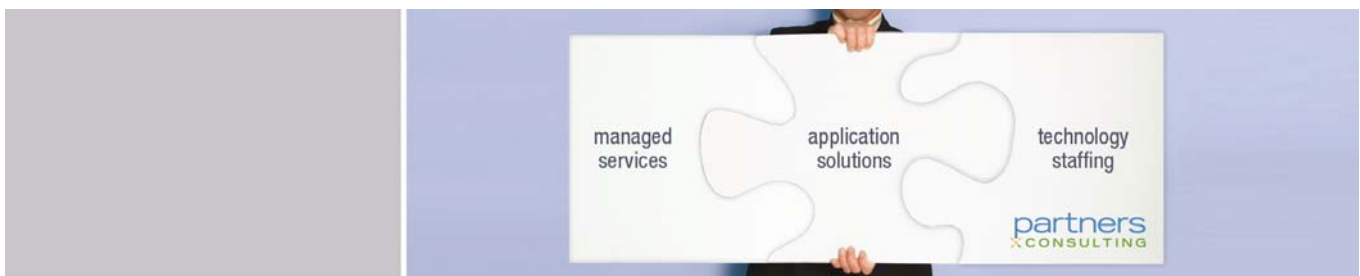
ServiceMaster embarked on an enterprise-wide Identity, Access Management and Security (IAM) initiative to address the following business needs:

- Decrease the number of login credentials for a user to manage and remember
- Decrease the human effort needed to meet compliance and auditing requirements
- Reduce the load on helpdesk personnel for provisioning, terminations, and password reset
- Improve security for digital assets

ServiceMaster engaged Partners Consulting's Solutions Division, (formerly CPSG) to implement Sun's Identity Manager as a provisioning and identity management solution.

Our Solution

Partners Consulting facilitated a requirements gathering and scoping session with ServiceMaster in order to fully understand the business needs and technical scope for the deployment of the IAM system. From this session, the project team gained a full understanding of the high-level requirements for the project and gathered information on target sources, authoritative sources for user information, and necessary provisioning workflows.



CASE STUDY

The project team developed a two-stage implementation plan to meet the needs of the client. The first phase implemented IAM in an initial business unit to be used as a platform for an enterprise-wide deployment. This phase was comprised of four stages in accordance with our 4D Methodology:

- Define Stage – formally define project goals and objectives and identify key team members from both Partners and ServiceMaster
- Design Stage – work with ServiceMaster staff to design the IdM solution and build an initial development environment
- Development Stage – includes the creation, integration, and configuration of all resource adapters, interfaces, and services in the development environment
- Deployment Stage – involves all production roll out tasks, including system backups, system migration, and activation steps

The second phase implemented IAM in a larger business unit of ServiceMaster. This phase mirrored the first phase with modifications based on the larger scope and knowledge gained from the previous phase. This project was completed on time and within the original budget.

