



## Situation

A luxury resort and casino located on Las Vegas' famed "Strip," The Cosmopolitan of Las Vegas (TCoLV) was a newcomer to the highly competitive and highly regulated commercial casino industry when it opened in December 2010. At that time, it was faced with on-boarding 4,500 new hires in six weeks. Operational kinks were still being worked out, and minimal infrastructure was in place to provision new "CoStars." This meant that granting access for new CoStars to various mission-critical systems across the company in compliance with SOX,

PCI DSS and Nevada Gaming Control Board regulations was to be provided manually. Clearly, TCoLV's IT staff would have their hands full, and once on board, the new CoStars themselves would likely clog help desk lines with issues arising from unforeseen system access hurdles and password troubles.

"Finding a solution to help with these challenges was absolutely critical, especially since we are heavily regulated," said Kris Singleton, CIO at TCoLV. "Reducing IT costs was also a significant concern, given our highly competitive industry."

Singleton was determined to overcome the challenges associated with provisioning the huge number of new CoStars, so the search began for an IAM solution that allowed for easy installation, efficient implementation, and ongoing ease of use and maintenance while enforcing the concept of the least privilege access to critical systems. Innovation was another determining factor in the solution, as TCoLV was committed to finding the most unique solution that would yield lower costs, higher revenue or greater efficiency. Altogether, this turned out to be a tall order for many of the IAM solutions TCoLV evaluated, but one solution stood out.

## Solution

TCoLV purchased Avatier's user provisioning solutions to manage the adds, moves and changes throughout the life cycle of any given CoStar. These include account creation and access requests, and daily account management tasks that go along with promotions, demotions and leaves of absence. The password management solutions also enabled users to perform a self-service password reset. With Avatier AIMS in place, TCoLV could reduce incoming help desk calls and time spent on manually resetting passwords.

All of these capabilities also include the necessary reporting and auditing to meet the many compliance and regulatory requirements relevant to access control, user account and password changes.

Aside from the integration with TCoLV's Infinium HR system, AIMS also integrated with other business-critical systems, including Infinium Payroll, Infinium General and Payables ledgers, Kronos, and Agilysys Front Desk, SpaSoft, and Infogenesis POS.

## Benefits

AIMS has reduced support calls by over 30 percent. "Avatier eliminated many of the day-to-day operations that were important and time consuming, leaving us with more hours in the day to accomplish other tasks," said Ms. Singleton. "What company can't use a more streamlined approach to these types of duties?"

## Cosmopolitan Las Vegas

The Cosmopolitan of Las Vegas is a 2,995 room luxury resort casino and hotel offering retail, restaurant, spa and fitness, theater and meeting/convention amenities. Opened in 2010, it is now considered a top resort and casino in the area.

## For More Information

To learn more about this and other identity management implementations, contact Avatier Sales at 925-217-5170 or [sales@avatier.com](mailto:sales@avatier.com)

## Solution Overview

### Customer Size

4,500+ employees

### Systems Integrated

Infinium HR

Infinium Payroll

Infinium General and Payables ledgers

Kronos

Agilysys Front Desk

SpaSoft

Infogenesis POS

### Country/Region

United States - West

### Business Situation

The Cosmopolitan of Las Vegas turned to Avatier to automate key provisioning and termination processes, ultimately reducing support desk requests, resource requirements, and the time spent on compliance reviews

### Solution

Avatier's self-service password management and user provisioning solutions

### Modules Purchased

Password Management

Lifecycle Management

### Benefits

Simplified management and documentation of user permissions, thereby improving data security, regulatory compliance and operational efficiency

### Organization Profile

The Cosmopolitan of Las Vegas is a luxury resort and casino located on the city's famous Strip. Each year, TCoLV is host to thousands of visitors, who enjoy the resort's luxurious spa, top-rated restaurants, large casino and retail shops

**"We simply couldn't have asked for a better IAM solution."**

Kris Singleton, Chief Information Officer