SECUREPASS · RETAIL · EAST AFRICA

A Retail Chain in East Africa Centralises Staff Access and Reduces Password-Related Friction Across 60 Stores with eMudhra SecurePass

SECTOR	REGION	SOLUTION
Retail	East Africa	SecurePass

CLIENT OVERVIEW

The organisation is a retail chain operating 60 stores across three East African countries, selling electronics, household goods, and mobile products. The company employs around 1,400 people across stores, distribution centres, and a head office. Over the past two years it has moved its point-of-sale, inventory, and HR systems to cloud-hosted platforms, which has increased the number of applications staff need to access while also creating new challenges around managing credentials for a workforce distributed across many locations.

THE CHALLENGE

Store staff were accessing the point-of-sale system, inventory platform, and staff scheduling tool using separate usernames and passwords for each system. Password resets were a frequent help desk issue — particularly in smaller stores where staff were not always confident managing their own credentials — and the central IT team estimated that password-related support calls were consuming three to four hours of IT staff time per day. An access review conducted during an internal audit found that a number of accounts for staff who had left the company — particularly from stores that had been opened and then reorganised — were still active across the retail management systems. Store managers had not consistently notified the IT team when staff departed.

> *"Four hours a day on password resets for store staff is time we could not afford to spend, especially with a team of three covering sixty stores across three countries."*
>
> **IT Manager**

THE SOLUTION

eMudhra deployed SecurePass to unify access management for store and head office staff. Integration with the HR system automated account provisioning and deactivation based on employment records, clearing the stale accounts identified in the audit and establishing a consistent lifecycle process going forward. SSO was configured for the point-of-sale system, inventory platform, and staff scheduling tool, giving store staff a single login for all three applications. A self-service password reset portal was set up, allowing staff to reset their own passwords using a mobile-verified identity check — reducing reliance on the central IT team for routine credential issues. MFA using SMS OTP was enabled for head office and manager-level accounts accessing the retail management backend and financial reporting tools.

RESULTS

Self-service password resets reduced password-related help desk calls by around 65% within the first quarter. Stale accounts were cleared during the initial reconciliation and the automated lifecycle process has maintained a clean account estate since. Store staff report fewer login issues and the IT team has redirected time previously spent on password calls to higher-priority activities.

METRIC	BEFORE	AFTER
Password reset help desk calls	3–4 hours of IT time per day	~65% reduction via self-service portal
Stale accounts cleared	Multiple accounts for departed store staff	Cleared on go-live; automated lifecycle maintained
Store staff login experience	Separate credentials for 3 systems	Single SSO login for all store applications
Account lifecycle process	Manual; inconsistent store manager notifications	Automated HR-integrated provisioning and deactivation
MFA coverage — management tier	Not enforced	SMS OTP for manager and head office accounts

About eMudhra. eMudhra is a globally trusted provider of digital trust services, offering eSignatures, PKI, Certificate Lifecycle Management, Multi-Factor Authentication and Identity & Access Management solutions. Licensed by the Controller of Certifying Authorities (CCA), India, eMudhra serves 1,000+ enterprises across 40+ countries, helping organisations build secure, compliant and paperless digital ecosystems.

Customer name withheld for confidentiality.