

Major U.S. Retailer Modernizes Enterprise Secrets Management to Support Secure Growth at Scale

Background

A major U.S. retailer operates one of the world's largest technology environments, supporting digital commerce, enterprise applications, and infrastructure at massive scale. As the organization accelerated platform modernization, security and infrastructure teams sought a unified approach to managing secrets that could improve operational resilience, simplify administration, and support continued business growth.

Rather than viewing secrets management as a standalone security initiative, the retailer positioned it as a strategic foundation for cloud transformation, automation, and enterprise-scale operations.

The Challenge

As modernization initiatives expanded, the retailer needed to address several strategic priorities across its enterprise technology environment.

- **Modernize enterprise secrets management:** The retailer sought to consolidate multiple legacy secrets platforms into a unified operating model that could simplify administration, strengthen governance, and provide a consistent approach to managing sensitive

Industry

Retail

Region

United States

Environment

Large-scale hybrid enterprise environment supporting production and non-production workloads across hundreds of stores and locations, in multiple U.S. regions and internationally.

Results at a Glance

- Zero-downtime enterprise secrets platform rollout
- Support for tens of thousands of workloads and managed secrets
- Greater resilience, scalability, and operational efficiency across mission-critical environments
- Tens of billions of transactions processed monthly
- Less than 10 minutes of total downtime over five years

credentials across hybrid environments.

- **Support enterprise-scale growth:** As digital initiatives and infrastructure expanded, the organization needed a secrets management platform capable of securely supporting tens of thousands of workloads while maintaining the performance, availability, and scalability required for business-critical operations.
- **Reduce operational risk while accelerating transformation:** The retailer needed to execute complex modernization with minimal disruption, while improving long-term resilience, operational efficiency, and security automation to support future innovation.

The Solution

Akeyless provided a unified, Zero-Knowledge, cloud-native secrets management platform that enabled the retailer to standardize operations, strengthen governance and access controls, and securely scale secrets management across its hybrid enterprise environment. Working closely together, the teams developed a phased program that combined platform modernization, operational planning, and ongoing optimization.

Akeyless partnered with security, platform, and engineering teams throughout the engagement, helping standardize secrets management, strengthen authentication and access controls, improve platform resilience, and support high-volume enterprise workloads. Beyond implementation, the relationship evolved into a long-term collaboration focused on continuous improvement, scalability, and future modernization initiatives.

Key Initiatives Supported

- Enterprise secrets management modernization
- Consolidation of multiple legacy secrets platforms
- Multi-region resilience and zero-downtime deployment
- Authentication and access governance improvements
- Ongoing platform optimization and strategic technical partnership

The Results

By adopting a unified enterprise secrets management platform, the retailer successfully modernized a critical security capability while creating a stronger foundation for future growth.

The modernization initiative improved operational resilience while providing a scalable security foundation to support the retailer's continued digital transformation.

Key outcomes included:

- **Successfully modernized enterprise secrets management**, supporting tens of thousands of workloads and managed secrets in a unified platform that provides a scalable foundation for future infrastructure and application growth.
- **Delivered a zero-downtime production**, coordinating deployment across multiple U.S. regions while maintaining business continuity and minimizing operational risk during a complex enterprise transformation.
- **Strengthened platform resilience and operational scalability**, enabling the retailer to support high-volume enterprise workloads with improved performance, availability, and operational efficiency.
- **Expanded a long-term strategic partnership**, growing beyond the initial deployment through continued platform adoption, increased usage, and ongoing collaboration between security, engineering, and infrastructure teams.
- **Established a foundation for continued modernization**, enabling future cloud transformation, automation initiatives, and enterprise security programs through a standardized, enterprise-scale secrets management platform.
- **Delivered proven, enterprise-grade resilience**, processing tens of billions of transactions per month while maintaining less than 10 minutes of total downtime over five years, even amid continuous scaling and modernization.

Secure enterprise secrets at scale.

Request a demo to see how at akeyless.io/demo.