Authomize

Automated Life Cycle Management and Streamlined Compliance for US Financial Institution

Industry
Financial Services

Company size
3,000 employees

Company size
A North American Nasdaq-traded financial institution with dozens of branches worldwide, this SME offers a full range of financial services to retail, private banking, and corporate banking clients.

The Challenge

The company was utilizing a manual process for managing their user access permissions that became untenable as their organization grew. Using the manual process, it took an average of 11 days for new employees to be provisioned with permissions to the resources that they required to do their work.

The IT department required a solution that would help them to speed up permission approval tasks while improving their security controls to be aware of more granular permissions within applications.

Leadership sought out a solution that would:

- Provide an automated and efficient user lifecycle management.

- Support managing all permissions in Microsoft Office 365, AWS, Okta, Salesforce and a proprietary payment system.

- Integrate into Jira Service Desk.

- Maintain continuous operational hygiene & avoid violating compliance requirements.

- Be fast and easy to evaluate and get ROI.

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As we grew from an SME to a full-blown enterprise, the number of identities in our organization skyrocketed beyond what we were able to manage on our own. Permissions management was becoming the bottleneck of our organization's growth. We were also struggling with the amount of work in preparing for regulatory audits, so we've searched for a scalable solution to make this a whole lot more manageable."

Head of IT & security

The Solution

The company chose Authomize's Authorization Management Platform for its:

- **Easy integration** across all their resources including Microsoft 365, Okta, and Salesforce using Authomize's ready made API.

- **Comprehensive visibility** and controls for their permission management requirements.

- **Data-driven recommendations** to approve lower risk permission requests and manage offboarding, as well as highlight requests requiring additional review.

- **Recertification capabilities** to maintain compliance for periodic audits.

The Results
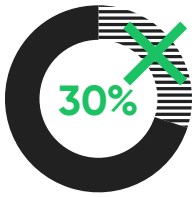
Fully automated the access approval processes, eliminating 30% of the manual permissions management effort and freeing up about 1 FTE across the IT ops team.

Reduced approval permission time for employee access from avg' of 11 days to 3 days.

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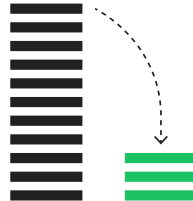
Authomize has enabled us to automate and simplify how we manage user permissions and compliance. We've succeeded in granting and revoking permissions much faster while reducing the workload for compliance audits. Now my team can focus on the more sensitive tasks that actually demand their attention and expertise."

Head of IT & security

The company automated the core Joiner, Mover, Leaver (JML) processes so that user access privileges are automatically granted or removed when employees start, change, or leave a role. moved to continuous monitoring of compliance and security guardrails and applies Authomize's lightweight recertification to reduce pain to the employees (esp managers).

Productivity

- Their IT team ran a short evaluation, using Authomize's ready made API to easily integrate with Okta, AWS, M365, and Salesforce.

- Developed a connector to the internal app using Authomize's open connector API in just 3 weeks.

- Authomize began generating data-driven recommendations to help the IT team approve lower risk permission requests and handle offboarding much more efficiently.

Compliance

- Defined required guardrails per compliance requirements and performed a one-time effort using Authomize's recertification and notification tools.

- Shortly after implementation they passed an access audit smoothly, employing significantly less manpower thanks to continuous monitoring and cleanup.

About Authomize

Authomize enables organizations to manage and secure complex and vastly different applications across hybrid environments. Our intelligent Prescriptive Analytics engine helps IT and Security teams flawlessly automate operations around authorizations to prevent permission sprawl, maximize productivity, and simplify identity lifecycle management.