

GXS

# GXS Bank redefines identity security in digital banking



Time to read: < 2  
minutes

GXS Bank is a digital bank based in Singapore with a relentless focus to make banking better for the everyday consumer and small business. As a digital bank, cybersecurity and technology risk management are key priorities for the organisation.

## Challenge

INDUSTRY  
**Banking**

COMPANY  
SIZE  
**600 users**

PRODUCTS  
**AI-driven  
identity  
security**

GXS Bank needed an identity security platform that could complement their cloud-native infrastructure and that did not require a significant time and resource investment to build out the underlying infrastructure. The bank also needed a solution that could be customised to, among other things, automate the joiner-mover-leaver (JML) process which supports the bank's identity lifecycle management process.

## **Solution**

Using SailPoint's capabilities, connectors, and workflows, GXS Bank established a fully automated JML process including provisioning of birthright accesses and disabling leavers' access on their last day of work. In just 16 months, GXS Bank successfully integrated the SailPoint IDN solution with all the systems used in the bank. This allows for continuous monitoring on the state of access provided to all users through a single view and on a 24/7 basis.

This automated process also enhances the joiner's experience by instantly providing access to the necessary data, eliminating the need for manual requests.

With all the data aggregated into a single source, GXS Bank is able to easily correlate data to identify conflicting, and potentially risky, access rights

across its users. This helps the Bank to prevent unauthorised access.

“As a digital bank, we are threading the needle between being nimble and responsive and tackling cybersecurity and technology risk management issues. The SailPoint platform has allowed us to initiate our identity and access governance programme with speed and efficiency. For instance, we’re now able to grant new joiners access to data specific to their role and job scope automatically on their first day of work, eliminating the need for manual requests from the joiners. This enhances the overall efficiency and user experience within our organisation.”

Joo Wee Teo, Head of Identity and Access Management, GXS Bank, Singapore.

**Day**  
1

**16**  
**months**

**1,000**

active

access granted for the new joiners and access revoked to the leavers, as well as automated access management for movers

to integrate SailPoint with all systems in the Bank

active identities



\*GXS Bank is a separate entity and is not associated with the businesses of SailPoint Technologies and its entities. GXS Bank

holds a banking licence and is regulated by the Monetary Authority of Singapore.

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