gslab | GAVS

CASE STUDY

Robust Security and Audit Readiness with IAM Solution for Large Financial Institution in Oman

Client Overview

One of the largest financial services institutions in the Sultanate of Oman with over 150 branches in the region, with 4000+ employees, and a strong presence in corporate banking, personal banking, investment banking, Islamic banking, treasury, private banking, and asset management.

The Business Situation

The banking firm handles massive amounts of sensitive data and transactions every day, and felt it imperative to have complete visibility and control over employee IT access. The organization was also keen on addressing the Business, IT, Audit and Operational issues relating to Identity Governance, in order to fulfill regulatory compliance mandates. The primary objectives of the Identity Management program were:

- Comprehensive insight into user accounts and privileges
- Enforcement of role-based access policies, in alignment with compliance requirements
- Automation of Joiner-Mover-Leaver (JML) processes for faster provisioning and better risk management
- Workflows and Reporting to support identity governance and internal audit functions
- Automated techniques for data quality control

The Solution

GS Lab | GAVS performed an exhaustive analysis of the workflows and relationships between the applications and the 6000+ users, and determined the number, complexity, criticality, and business impact of the applications, systems, and databases that needed to be onboarded. With this information, and a detailed evaluation of their current risk posture, GS Lab | GAVS recommended SailPoint's IdentityIQ solution to streamline and automate their identity governance processes. Over 30 applications including Banking, HRMS, Fraud Monitoring, SIEM, and IVR were integrated with the IAM platform. Role-based access control - including Role Lifecycle Management and Periodic Role Attestation - was designed and implemented. The solution was architected to support processes like Access Reviews, Certifications and Remediation. Custom reporting capabilities were built, and ready-to-audit documentation was made available across the IAM lifecycle (on-boarding, off-boarding, job change and transfer).

Challenges

- Lack of visibility into user accounts and privileges
- All-round inefficiencies, provisioning delays, security and compliance vulnerabilities due to manual JML processes
- Insufficient support for compliance and internal audit functions
- Inadequate reporting capabilities
- Data quality issues due to manual conservation techniques

Solution Highlights

- Integration of IdentityIQ with 30+ applications including HRMS and SIEM
- Automation of JML processes, role-based access control
- Automated workflows for routine processes like decommissioning dormant/orphaned accounts
- Proactive identification/remediation of access controls to eliminate security vulnerabilities
- Centralized auditing and audit-ready documentation to support identity governance
- Securing of 6000 identities, 120+ target hybrid applications and systems
- Integration of 30+ applications and systems with over 20 customer connectors for banking applications
- Integration with SIEM, ITSM, and PAM to provide a 360^{o} view of identity risk
- Enhanced framework for automated reporting across the IAM lifecycle

Solution Outcomes

- Unified risk view due to integration of IdentityIQ with 30+ applications
- Management of secure access for thousands of users to 120+ enterprise applications
- Process efficiencies, robust security, and improved regulatory compliance through automation
- 50% reduction in TAT for access requests and improved UX due to quicker sign-ons
- Effective identity lifecycle management
- Strengthened risk management and data quality conservation through proactive approach
- Drastic reduction in time for audits
- Enhanced governance - 360° view for processes like Access Reviews
- Holistic visibility and deep insights through reports

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