

## Identity as a service for solid and effective control of IT resources



GarantiBank International reduces IAM management by 75 percent with fully managed service

**Customer:**

GarantiBank International

**Industry:**

Financial Services

**Country:**

The Netherlands

**Website:**

garantibank.eu/

### Challenge

GarantiBank International (GBI) wanted to simplify the access management processes for their colleagues with Do-IT-Yourself principles and help front-line IT colleagues, who were spending 40 percent of their time on routine identity and access management (IAM) tasks, work more efficiently by automating those provisioning and recertification tasks.

### Solution

GBI implemented IdentityCore from AspisID, which runs on One Identity Manager, to eliminate routine tasks, allowing IT staff to focus on higher priority tasks to increase company efficiencies and personnel to start self-serving.

-  Reduces IAM management time by 75 percent
-  Deployed a fully managed IAM service in 3 months
-  Auditing process made simpler
-  JML, application access and password management automated

GarantiBank International (GBI) is a mid-sized bank based in the Netherlands and part of the BBVA financial services group. Its trade and commodity banking, corporate banking and global market services support regional and global customers scale. And through simple yet customized digital solutions the bank aims to give customers a unique experience.

## Manual tasks take up 40 percent of workloads

GBI wanted to increase the efficiency of its identity and access management (IAM) framework that had been built internally. The IAM framework supported key tasks such as joiner, mover and leaver (JML) activities, application access and password management, and compliance and reporting.

Yet the framework, which was based on manual processes, was time-consuming for front-line IT staff. They spent more time seeking JML approvals from business and application owners than making completing requests. Furthermore, they were constantly responding to tickets for forgotten passwords, and compliance and reporting required many hours of collating data from multiple sources. Alex Hurkmans, chief digital officer at GBI says, “The front-line IT team were spending around 40 percent of their time on these routine tasks.”

Hurkmans believed team members should be spending more of their time improving user experiences through helping personnel get more from the functionality of their applications. Plus, team members were skilled IT professionals and spending so much time on routine tasks wasn't helping their career development. “We want to retain our talent and give personnel a stimulating and satisfying place of work,” he says.

“The front-line IT team has **reduced its workloads** by **75 percent**”

Alex Hurkmans,  
Chief Digital Officer, GBI

## A fully managed IAM service deployed in 3 months

GBI looked to add a layer of automation on top of its IAM framework to reduce the manual workloads on IT and improve internal efficiencies. “My goal was enabling personnel to self-serve wherever possible and giving them a better user experience,” comments Hurkmans. The organisation went to the market for IAM solutions, making detailed assessments of the vendors and their solutions.

“We saw the AspisID engineers **really knew** One Identity Manager and IdentyCore well and **made sure** we got as **much out of the service** as possible.”

Alex Hurkmans,  
Chief Digital Officer, GBI

## Reduces IAM management time by 75 percent

After deployment, GBI largely automated JML management, application access and password management using IdentyCore, which runs on One Identity Manager as a single tenant and offers all of One Identity Manager’s capabilities. Furthermore, GBI found that auditing processes for compliance and re-certification became simpler because the IT team could also ensure adherence and pull reports out of One Identity Manager via IdentyCore to fulfil auditors’ needs. “The front-line IT team has reduced its workloads by 75 percent,” says Hurkmans.

With the time saved, the team is analysing helpdesk requests on using bank applications. It’s then creating content, like videos, for the knowledge base that personnel can access to answer their questions and learn how to use the applications more effectively. “The front-line team is doing more stimulating and satisfying work, which in turn will help us when it comes to retaining our IT talent,” comments Hurkmans.

The bank chose IdentyCore, an IAM-as-a-Service solution, which is underpinned by One Identity Manager, delivered by AspisID. Hurkmans was particularly impressed by the expertise of AspisID and the knowledge of its personnel. “We saw the AspisID engineers really knew the IdentyCore solution and made sure we got as much out of the service as possible,” says Hurkmans. Thanks to the preparation GBI did prior to deployment and the good collaboration between GBI and AspisID, the solution was in place and running in three months. Bart Kollau, managing partner at AspisID remembers, “it was one of the fastest implementations I have ever seen”.

## About One Identity

One Identity, a Quest Software business, helps organizations achieve an identity-centric security strategy with a uniquely broad and integrated portfolio of identity management offerings developed with a cloud-first strategy including AD account lifecycle management, identity governance and administration and privileged access management. One Identity empowers organizations to reach their full potential, unimpeded by security, yet safeguarded against threats without compromise regardless of how they choose to consume the services. One Identity and its approach is trusted by customers worldwide, where more than 5,000 organizations worldwide depend on One Identity solutions to manage more than 250 million identities, enhancing their agility and efficiency while securing access to their systems and data – on-prem, cloud or hybrid. For more information, visit [OneIdentity.com](https://www.oneidentity.com).

“It was one of the **fastest implementations** of IdentityCore I have ever seen”

Bart Kollau, Managing Partner, AspisID



## About AspisID

With extensive knowledge and skills in project management, business analysis, implementation, development and support, AspisID is an Identity and Access Management professional services player, providing solutions in consultancy, project management and development.