



# CUSTOMER SUCCESS STORY

## IDENTITY & ACCESS MANAGEMENT

### UAE BASED INSURANCE COMPANY IMPROVES IDENTITY GOVERNANCE WITH RNS & SAILPOINT

INDUSTRY	FINANCIAL SERVICES
IDENTITIES SECURED	1000+
SOLUTION	IDENTITY ACCESS MANAGEMENT (IDENTITYIQ)

#### Summary

Companies often grant access to information and assets to staff even if it is not relevant to that member of staff's role. It is important for companies to follow the principle of least privilege - only granting access to the systems necessary for each member of staff's role. This helps to reduce the risk of attackers gaining access to critical systems by compromising a less protected user account used in another area in the business. If all user accounts only have access to what they need, this should help contain compromises to their area of origin and help to prevent them from spreading throughout the business.

#### Customer's Challenge

- Increasing risks and costs associated with manually managing internal access to business applications
- Not having a centralized, automated system for identity governance and administration (IGA).
- Improve internal access and certification processes and user's access and certification.
- Provide consistent controls across user, location and application, and enable centralized visibility into user access privileges.

#### The Solution - IAM

Customer began the search for the ideal IAM solution with a risk assessment of its current environment, conducted by RNS, which identified areas for improvement in managing access privileges. Next, they elected to begin with a project to implement with the focus on employee lifecycle, access management and recertification process. Working with RNS, customer chose SailPoint for the project. Their decision was based largely on SailPoint IdentityIQ's capability of supporting agile implementation methods in several areas.

#### TESTIMONIAL

*"With SailPoint IdentityIQ, we now have an established set of processes in place to manage identities and access rights as we add new internal users, new applications and invite external users into our application."*





# IDENTITY AND ACCESS MANAGEMENT

## Benefits Delivered:

- Integration with HR system to ensure that there is consistent source of employee data
- Integration with Active Directory for automated user management for employee/Contractor on-boarding/off-boarding processes
- Integration with manage engine to provide Single interface and process for all business user requests
- Improved orchestration and validation of manual/automated access change
- Visibility on who has access to what for critical application
- Cost reduction through automated, easy-to-use and secure workflows
- Capability to perform the automated access review
- Increased awareness and participation from business units
- Improved overall compliance performance and risk posture
- Exert secure control over internal access rights
- Automate and streamline access certifications for business users
- Scale easily to handle growing numbers of objects and applications

## End Result:

With the improvements to its Identity Governance and Administration (IGA), our customer will be able to reduce the current excessive accesses with the access review process. Also, with the new self service portal accesses the user experience for request management would be enhanced. The ultimate goal is to move towards a RBAC model for their identity governance endeavours.

## CEO'S MESSAGE

*“At RNS, every employee is first a customer success officer and the second role is whatever they are hired to do.”*

*Samir Chopra  
CEO & Founder  
RNS Technology Services*

## About the Customer

One of the largest global insurers, is a worldwide leader in Insurance and Asset Management with a purpose of acting for human progress by protecting what matters. In the Gulf region, they are present for 70 years, offering a wide range of insurance products and services for corporate, SMEs and individual customers. They are one of the largest international players in the GCC, covering the UAE, Oman, Bahrain and Qatar markets, with a workforce of over 800 employees, 25 branches and retail shops region-wide and over 1 million customers.

## About RNS

RNS Technology Services is an international award-winning cyber security value added reseller, system integrator and one of the TOP 10 Sailpoint's partner, globally. RNS can be trusted to deliver security solutions for wide-ranging business needs and offering clear advice, our experts help organisations to successfully mitigate information security risk. For more information, visit [www.rns technology.com](http://www.rns technology.com)

## About Sailpoint

As the fastest-growing, independent identity and access management (IAM) provider, SailPoint helps hundreds of the world's largest organizations securely and effectively deliver and manage user access from any device to data and applications residing in the datacenter, on mobile devices, and in the cloud. The company's innovative product portfolio offers customers an integrated set of core services including identity governance, provisioning, and access management delivered on-premises or from the cloud (IAM-as-a-service).

For more information, visit [www.sailpoint.com](http://www.sailpoint.com)



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