CASE STUDY

Efficient access management in a global bank

Rabobank mitigates risks and ensures the security and availability of digital resources for more than 48,000 employees worldwide with One Identity Manager

Key Facts

- **Company**
  Rabobank

- **Industry**
  Financial services

- **Country**
  The Netherlands

- **Website**
  www.rabobank.com/en/

Challenges

- Employees need to have the right level of access at the right time.

- Accounts still active after people leave the company pose a severe risk.

- Standard functionality available in many IAM products did not meet the banks' needs.

- IAM solutions often require extensive development to meet company-specific requirements.

Results

- Provides the right access to digital resources when people need it

- Eliminates risks of orphan accounts by enabling prompt deprovisioning

- Provides a large portfolio of IAM capabilities that are easy to implement and manage

- Allows efficient solution configuration, freeing up time otherwise used for development

Solutions

- **One Identity Manager**

Rabobank, headquartered in the Netherlands, serves close to 7 million customers in 25 countries. A small team of 125 employees within the global IT organization is responsible for identity and access management (IAM). Top IAM concerns include giving people timely, appropriate access to digital resources and deprovisioning accounts when an employee leaves.

In a departure from software created in-house, the global Rabobank corporation chose One Identity, while the Dutch entity adopted a competing product. When Rabobank became a unified company, One Identity Manager became the enterprise-wide IAM solution. IAM managers appreciate that the solution addresses their concerns—including the need for granting of proper access privileges and prompt deprovisioning—with standard features that are easy to implement and manage. Other, invaluable Identity Manager features include workflows, segregation of duties and recertification. Instead of creating capabilities from scratch, the IAM team simply configures them to the bank's requirements in a fraction of the time that development would need. The bank's IAM managers also like the quick responsiveness of the One Identity team whenever they look for guidance.

> **"The benefit of having features like recertification in Identity Manager is that we don't have to create them. It's just a matter of configuration instead of programming."**
>
> Gert Heidema, Solution Architect,
> Identity & Access Management, Rabobank

About One Identity

One Identity, a Quest Software business, lets organizations implement an identity-centric security strategy, whether on-prem, in the cloud or in a hybrid environment. With our uniquely broad and integrated portfolio of identity management offerings including account management, identity governance and administration and privileged access management, organizations are empowered to reach their full potential where security is achieved by placing identities at the core of a program, enabling proper access across all user types, systems and data. Learn more at OneIdentity.com