Case study

A large payment service provider

Request resources
Govern identities
Control risk
Secure data

The client

The client is a sizeable European payment service provider for Financial Institutions, Central Banks, Corporates, and the Public Sector. With operations in over 50 countries, it employees over 4000 people and has a turnover of over 600 million euros.

The challenge

The client operates in a highly regulated market, with one of the strongest confluences of compliance and cybersecurity requirements. The client has selected Sailpoint IdentityIQ as its IGA platform, immediately realizing that the complexity of its employee-facing application landscape would have generated a very complex User Experience for employees when requesting access to applications and IT infrastructure.

The solution

The client has selected EasyRequest as the standard access request entry point for all the employees/contractors. EasyRequest has enriched the existing Sailpoint-based entitlement catalog with additional metadata so to streamline the user experience and minimize the time needed to find the right role/entitlement. Given the client security requirements, EasyRequest is deployed in the client data center.

Voice of the customer
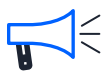
«Our employees' satisfaction has dramatically improved thanks to Netstudio EasyRequest front-ending our Sailpoint IdentityIQ platform. Now our employees can easily search, select, and quickly submit for approval the right entitlements for getting their business done without engaging with our help desk personnel.»
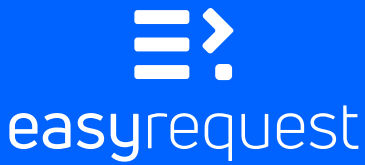
easyrequest

Improve user satisfaction and reduce configuration costs on your Identity Governance platform with EasyRequest™

"EasyRequest" from Net Studio is a UI As-a-Service application that integrates and enriches your existing IGA platform. It provides a business- practical access request experience and helps to dramatically reduce the cost of setup and ongoing maintenance of the entitlement catalog, workflows, and visibility rules.

Integration with existing iga platforms

Security and privacy requirements are fulfilled by EasyRequest IGA gateway, a low footprint stateless software component that is installed behind the client's firewall and bi-directionally syncs data securely between the client's IGA Datastore and EasyRequest. It can be configured for any Identity Management/Governance platform. Native integrations are available for the leading IGA platforms.

Extendable catalogue

EasyRequest extends the existing, hard to understand , catalog, adding business-rich information such as additional level of taxonomies and searchable metadata. Leveraging its set of out-of-the-box templates, EasyRequest can enrich the current Catalog with a functional view on entitlement, rather than just relying on short descriptions.

Approval processes defined in natural language

In most IGA platforms, workflow and visibility configuration require software coding. EasyRequest puts an end to it, enabling natural language descriptions of approval processes, significantly reducing a substantial effort and allowing an unprecedented audit posture.

Identity Time Machine

EasyRequest Time Machine stores the critical Identity data taken from your Identity Governance into a cloud-based user and entity behavioral engine, allowing you to easily travel back in time to check user permissions at a given moment, as well as detecting outliers and users with a risky set of entitlements.

On-premise

Easyrequest IGA gateway

EasyRequest IGA gateway

IGA platform

About NET STUDIO

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NetStudio is a consulting, system integration, and product development company, specialized exclusively in Identity Management. With over 15 years of hands-on experience, Net Studio has funneled its best practices into **EasyRequest**, a UI as-a-service platform aimed to bridge the gap between the worlds of business users and techies in the increasingly critical controls on Digital Identities and Insider Threats. NetStudio Headquarters are located in Florence, Italy.