

Reinforcement of security standards for a global bank

Case study on identity and access governance, and project management office (PMO)



Background

The client is a global provider of banking and financial products and services to 10 million individual and business customers. With an operating presence in 34 markets internationally, the employee strength exceeds 50,000.



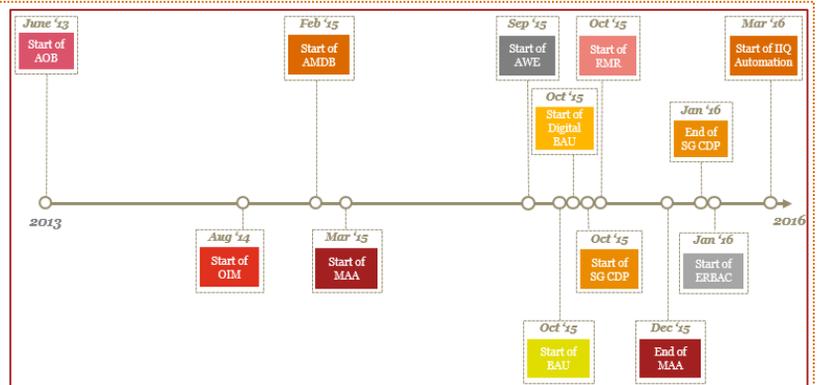
Pain points

The client had more than 2000 applications across geographies, with unequal focus on access governance. Due to lack of a centralised identity and access management methodology, the key issues were identified as:

- Associated risk of regulatory penalties in the event of an audit
- Risk of losing critical customer financial information due to unauthorised access to systems
- Dependency on manual intervention processes leading to data integrity concerns
- Lengthy and time cumbersome process for access validations and provisioning for various systems
- Multiple sources of truth for data, with no validation process across platforms
- Risk of loss of credibility of the bank in case of data loss or theft

Our solution

- Developed an approach and roadmap for onboarding applications onto an access governance platform
- Developed a solution to automate provisioning and de-provisioning of users based on results of access governance
- Provided programme management and programme governance services



Client benefits

After the successful implementation of the solution, the client will have an integrated process and supporting platform to tackle the issues of security and compliance threats. Other benefits envisioned:

Reduced exposure to loss of information through unauthorised and ungoverned access.

Reduced risk of negative regulatory audit findings and the potential loss of credibility

Automated process for gathering of user data with tracking of delays in inconsistencies.

Faster and secure data transfer methodology

Reduced scope for data manipulation and data integrity issues

Fulfilling the PwC Purpose of building trust in society and solving complex problems

Additional benefit for the community at large: The additional value that would be derived from safeguarding confidential user data from theft or manipulation includes building of trust and maintaining credibility of the bank in the society. This would in turn develop positive economic effects for the markets in which the bank operates.

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