



ObserveID

Faster, Smarter, and More Secure

How AI Transformed User Access Reviews

ObserveID took the headache out of user access reviews by using AI to automate approvals, cut down manual work, and make security and compliance effortless.

OVERVIEW

Client:

Major financial services company in the Northeast.

The Challenge: A Slow, Painful, and Risky User Access Review Process

A leading financial services company was drowning in a time-consuming, manual user access review process that created more headaches than security benefits. Every review cycle was a mess of spreadsheets, endless email approvals, and frustrated managers unsure of what they were even approving.

The key problems?

- **Reviews Took Forever:** The process dragged on for months, exhausting IT and business teams alike.
- **Too Many Errors:** Business managers didn't have clear insights into access permissions, leading to rubber-stamp approvals or unnecessary revocations.
- **Compliance Risks Were Growing:** Regulatory audits revealed gaps, putting the company at risk of non-compliance penalties.

They needed a smarter, more efficient way to handle access reviews—one that actually improved security instead of just checking a compliance box.

Business Needs

The financial services company has clear goals for transforming its processes:



- **Ditch the Spreadsheets, Automate the Process** – Stop wasting time on manual reviews and let AI handle the heavy lifting.



- **Lock Down Security & Stay Audit-Ready** – Catch risky access before it becomes a problem and keep compliance teams happy.



- **Make Reviews Fast, Smart & Painless** – Give managers clear AI-driven insights so they can approve (or revoke) with confidence



Solution: AI-Powered Automation with ObserveID: Work Smarter, Secure Faster

Enter ObserveID's AI-driven Identity Intelligence Engine—designed to take the pain out of user access reviews and turn them into a fast, intelligent, and proactive process.

Here's how we made a difference:

AI-Based Access Recommendations – Instead of making managers guess, our AI analyzed historical approval patterns, peer access, and risk levels to recommend whether access should be approved, revoked, or flagged for review.

Automated Review Workflows – The system automated low-risk approvals while sending high-risk access requests to the right people, eliminating unnecessary manual work.

Clear, Contextual Insights – No more confusing permission names! Business users got easy-to-understand explanations of access rights, making decisions faster and more accurate.

Continuous Monitoring & Adaptive Reviews – Instead of waiting for the next quarterly review, ObserveID constantly monitored for excessive or orphaned access, catching risks in real time

Results: A Game-Changer for Security and Efficiency

- Within six months, the company saw game-changing improvements:
- **70% Reduction in Review Effort** – Managers spent far less time on reviews, cutting the process from months to just weeks.
- **50% Faster Risk Remediation** – High-risk access issues were flagged and resolved twice as fast.
- **Seamless Compliance & Audit Readiness** – Every decision was logged automatically, ensuring compliance teams had a full, audit-ready trail.
- **Stronger Security, Less Admin Work** – AI-driven insights meant fewer mistakes, fewer delays, and better control over access.

Final Thoughts: From Frustration to Effortless Access Reviews

ObserveID didn't just fix user access reviews—we transformed them. What used to be a painful, inefficient process is now a fast, intelligent, and secure system that actually helps the business. No more compliance nightmares, no more guesswork—just smarter, safer identity management.

Solution Tools Featured:

ObserveID Platform: Acts as an orchestration engine, providing a single-pane-of-glass view of user access across multiple systems for comprehensive management.