

Improving Access Approval Process with IBM Slackbot

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Problem Statement

The email-based access approval process is leading to delays and bottlenecks in granting access to critical systems and resources. The high volume of approval requests and notifications via email results in:

- Delays in approval response times, with an average wait time of 2-3 days
- Increased likelihood of approval requests being lost or overlooked in crowded inboxes
- Inefficient use of approvers' time, with an average of 30 minutes spent per day reviewing and responding to approval requests via email

Our goal is to design an integration that streamlines the access approval process, reduces approval response times, and improves the overall user experience within Slack. The solution provides almost real-time notifications, automated reminders, and the ability for approvers to review and respond to approval requests, while ensuring security and compliance with organizational policies.

Customer Value

By integrating an access approval solution with Slack, organizations can create a seamless, efficient, and streamlined approval process that meets the needs of modern users and teams.

Even though the primary focus is on the approval process, the slackbot can be used for other functionalities:

- View pending access certifications
- Providing additional help

Customer validation: The solution has been deployed within our organization for performing approvals through the Slack platform

Solution Benefits Features:

- Push notification of approval request to individual approvers
- Actions for the request – Approve/ Reject
- Fetch additional request information
- Pending Certification Campaigns
- Provide additional help

Solution Benefits

Streamlined Approval Process:

Integration with Slack enables approvers to review and respond to approval requests directly within the Slack platform, reducing the need to switch between multiple applications and streamlining the workflow.

Real-time Notifications:

Integration with Slack enables real-time notifications, ensuring that approvers are alerted to new approval requests and can respond quickly, reducing approval response times and accelerating the access approval process.

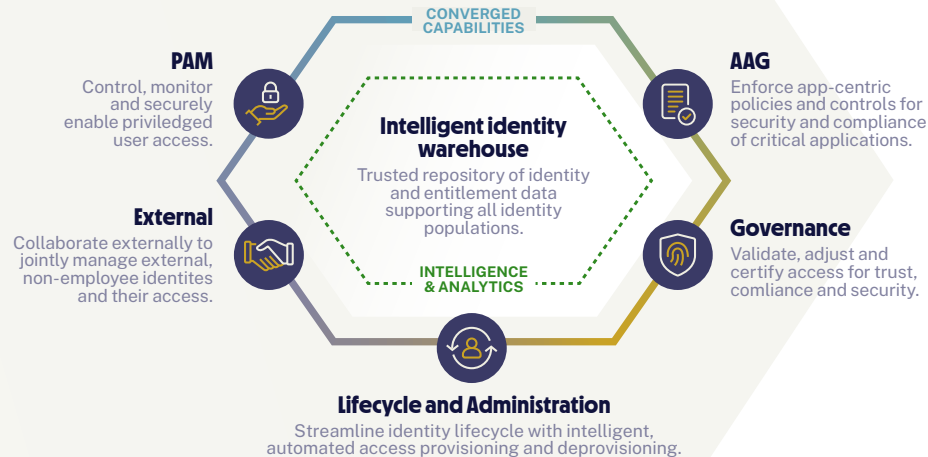
Enhanced User Experience:

Integration with Slack provides a seamless user experience, enabling users to receive approvals without leaving the Slack platform, and reducing the complexity and friction associated with traditional approval processes.

Increased Efficiency:

Integration with Slack automates the approval process, reducing the time spent on manual approval requests and freeing up approvers to focus on higher-value activities.

The Identity Cloud combines core identity security capabilities in a single platform that enhances security while reducing costs and management headaches.



Solution Benefits

- Reduction in approval response times
- Increase in user satisfaction ratings
- Decrease in approval request processing time
- Increase in approver productivity and efficiency

About Partner

IBM, International Business Machines Corporation, stands as a venerable pillar in the technology sector, renowned for its significant contributions to the evolution of computing. From the creation of the first personal computer to the development of artificial intelligence through its Watson platform, IBM has consistently pioneered technologies that push the boundaries of innovation. With a legacy dating back to 1911, IBM continues to be at the forefront of technological advancement, offering a comprehensive range of solutions in cloud computing, cybersecurity, and cognitive computing, dedicated to transforming industries and empowering businesses around the world.

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Next Steps

- View the extensive library of integrations at <https://saviynt.com/integrations> to see detailed information and implementation guides designed to help you get the most from The Identity Cloud.

ABOUT SAVIYNT

Saviynt is the leading identity governance platform built for the cloud. It helps enterprise customers accelerate modern cloud initiatives and solve the toughest security and compliance challenges in record time. The Saviynt Enterprise Identity Cloud converges IGA, granular application access, cloud security, and privileged access into the industry's only enterprise-grade SaaS solution.

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