

Modernizing Access Management with IBM's AskIAM for Saviynt

Connect Everything. Securely.

Problem Statement

Managing access to critical systems is often cumbersome, requiring multiple forms, email-based approvals, and fragmented interfaces. These inefficiencies result in:

- **Approval delays**, with response times averaging **2–3 days**.
- **Requests getting lost or overlooked** in cluttered inboxes.
- **Inefficient workflows**, forcing approvers to spend **30+ minutes daily** navigating email requests and multiple tools.

To overcome these challenges, IBM has developed **AskIAM**, a **GenAI-powered conversational agent** designed to simplify and centralize access requests and approvals. By integrating seamlessly with **enterprise collaboration tools like Slack/Teams**, AskIAM eliminates email bottlenecks, accelerates response times, and enhances security through AI-driven automation and real-time interactions. This results in faster access provisioning, improved productivity, and stronger compliance.

Delivering Value: AI-Driven Access Management

By integrating IBM's AskIAM for Saviynt, organizations can transform their access request and approval processes into a seamless, real-time experience. This AI-powered solution:

- **Accelerates approvals** and minimizes request fulfillment delays.
- **Enhances the user experience** with intuitive, **conversational interactions**.
- **Strengthens security** by ensuring timely and accurate access decisions.

- **Improves compliance** through better visibility into pending access certifications.
- **Provides on-demand assistance**, guiding users through access-related tasks.

Business Benefits

Enhanced User Experience

- **Natural language processing (NLP)** enables easy request submissions.
- Approvers can review and respond **directly within Slack/Teams /others**
- Simplifies access request processes, **reducing friction**.
- **Higher user satisfaction** due to intuitive, faster approvals.

Increased Operational Efficiency

- **Automates request and approval workflows**.
- **Accelerates approvals** with Slack-enabled notifications.
- **Reduces manual overhead**, freeing up teams for strategic tasks.
- **Speeds up access fulfilment**, enhancing productivity.

Performance Improvements

- **Shorter approval response times**.
- **Faster request processing**, improving operational flow.
- **Boosts approver productivity**, reducing manual effort.

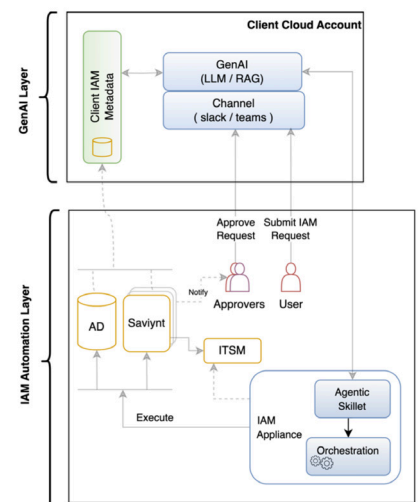
Enhanced Security & Compliance

- **Minimizes risks** associated with excess access privileges.
- **Improves oversight** with real-time visibility into access certifications.
- **Ensures adherence** to security and compliance policies.

IBM's AskIAM for Saviynt empowers organizations to modernize their access management workflows and achieve higher efficiency, security, and compliance.

Key Features:

- **Real-time notifications** for approval requests.
- **Direct actions** (Approve/Reject) within Slack.
- **AI-powered retrieval** for additional request information.
- **Pending certification campaign management** for compliance.
- **On-demand guidance** to streamline access-related queries.



Powered by Saviynt Identity Cloud

The **Saviynt Identity Cloud** unifies core identity security capabilities into a single platform, enhancing security while **reducing costs and administrative overhead**. By integrating **AskIAM with Saviynt**, organizations can further streamline identity and access management.

Future Roadmap

Integrating applications with an Identity Management solution is often a time-consuming process. Organizations frequently struggle to adopt a systematic approach for managing industry-specific use cases in a standardized manner. Additionally, the phase-out of Identity Management solutions by key vendors further increases these challenges.

AskIAM simplifies this complexity by enhancing the web interface experience and leveraging **Artificial Intelligence (AI)** to implement standardized methodologies for efficient integration with minimal effort. AskIAM utilizes an organization's **Application Catalog** to provide services interactively, while relying on

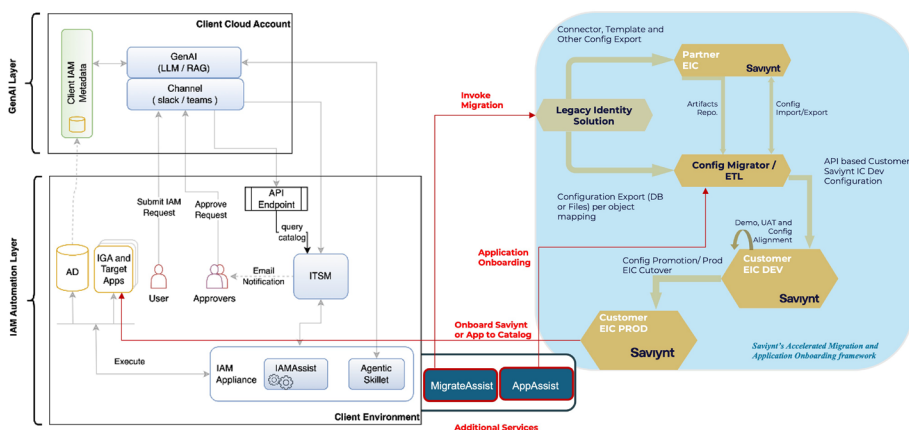
Identity Governance applications for service fulfillment.

For organizations operating on **legacy platforms**, AskIAM can facilitate migration from outdated Identity Management solutions and support the transformation/migration of applications from **legacy platforms to Saviynt**.

Saviynt offers an **Accelerated Migration and Application Onboarding framework**. IBM is integrating the power of **AskIAM with Saviynt's framework** to introduce two key services:

- **MigrateAssist** – Assists customers in migrating from legacy identity platforms to **Saviynt Identity Cloud**.
- **AppAssist** – Provides **automated application configuration assistance**, enabling seamless registration in the **Application Catalog** through AskIAM-based service requests using standard **IAMAssist**.

The introduction of **AppAssist and MigrateAssist** will complete the **AskIAM** offering, transforming into a **comprehensive solution** that manages the entire **Identity Application Integration ecosystem**.



About IBM

IBM has a proven track record of executing large-scale identity and access management (IAM) solutions for enterprises worldwide. With expertise spanning AI, cybersecurity, and cloud technologies, IBM delivers pragmatic, product-agnostic solutions tailored to business needs.

IBM's Unique Value Proposition

- **Trusted partner** with large-scale execution capabilities.
- **Real-world expertise** in deploying leading IAM solutions.
- **Flexible, scalable approach** that evolves with business requirements.
- **Continuous innovation** to address complex security challenges.

Learn More

Discover how IBM can modernize your Identity and Access Management visit [Identity and Access Management | IBM](#)

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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