

# End User Adoption Accelerator Package

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**nixu**  
a DNV company

## Problem Statement

Implementing Identity Governance and Administration (IGA) systems is critical for enhancing security and compliance in organizations. However, a common challenge encountered during these implementations is low end-user adoption.

We are observing the following challenges among our customers related to end-user adoption:

**Resistance to change:** Stakeholders may resist the implementation of an IGA solution because it sometimes requires changing their established processes and routines. Likewise, when an existing IGA solution is upgraded to a new version, changes in the user interface can also provoke resistance.

**Training and skill gaps:** The introduction of an IGA solution typically demands that stakeholders acquire new skills and adapt to new processes.

**Perception of increased workload:** Stakeholders might view the implementation of an IGA solution as an added burden, perceiving it as an increase in their workload.

**Lack of awareness and understanding:** Some stakeholders may not fully grasp the purpose, benefits, or functionalities of the IGA system, hindering its effective use.

**Fear of loss of control:** Certain stakeholders may worry that the IGA solution could reduce their control over access management or decision-making processes.

Addressing these challenges is essential to ensure that users fully leverage the capabilities of the IGA system, leading to improved security posture and operational efficiency.

## Solution Benefits

Nixu is offering an accelerator package to enhance end-user adoption of the IGA solution. This package includes the following services:

**Training Services:** Aimed at ensuring effective operational use of the IGA solution for various types of end-users

**Creating Quick Reference Cards (QRCs):** Provides key information and guidance for the end-users to navigate in the IGA system.

**Defining a Communication Plan:** Ensures all stakeholders are well-informed about the solution, both during the project phase and throughout the 'business-as-usual' operations.

**eLearning:** Designed to raise awareness of the current or upcoming IGA solution and promote best practices for optimal usage.

## Solution Benefits

**Enhanced Efficiency:** Training equips end-users to utilize the IGA solution effectively.

**Improved User Experience:** Quick Reference Cards (QRCs) offer simple guidance for seamless navigation within the IGA system.

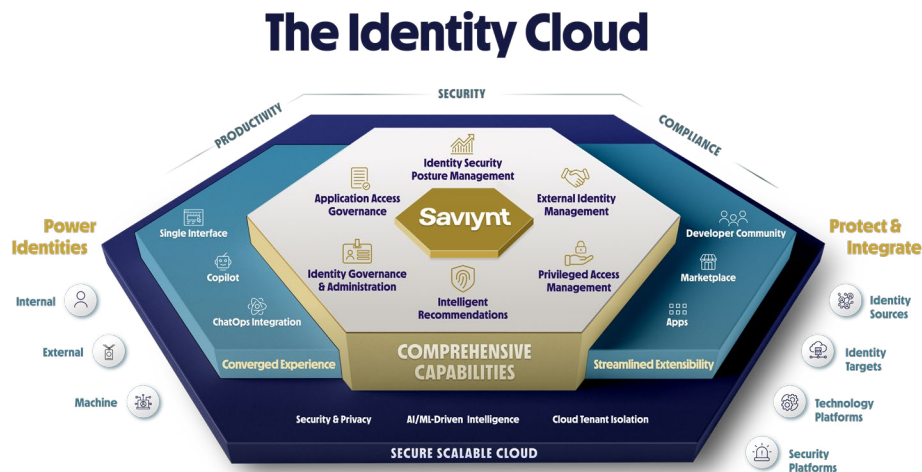
**Clear Communication:** Well-structured communication plans keep all stakeholders informed and engaged.

**Improved Awareness:** eLearning increases understanding and promotes best practices for using the IGA solution.

**Accelerated Adoption:** The package speeds up successful end-user adoption of the IGA solution.

## Solution Benefits

Nixu's accelerator package promotes successful adoption of the IGA solution by offering targeted training, Quick Reference Cards, effective communication plans, and eLearning modules. This comprehensive approach ensures faster implementation, greater awareness, and efficient use, maximizing the solution's value and operational benefits for the customers.



## ABOUT PARTNER

Nixu, a DNV company, is a trusted cyber security services partner. We help our customers ensure business resilience with peace of mind across multiple industries, enabled by some of the best cyber security professionals in Europe.

DNV, Nixu, and Applied Risk are joining forces to create a leading cyber security services business. Together, we will be known as DNV Cyber. A 500-strong expert team will safeguard demanding IT and industrial control system environments and build business resilience across multiple industries.

## 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.

## 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 Enterprise Identity Cloud.