Financial Services

Identity & Access Management Workflow

Implementation Partner: PT Itasof Pelagus Global (ITAsoft) | Customer: PT Bank Danamon Indonesia

ABOUT PARTNER

PT Itasof Pelagus Global (ITAsoft) is an IT solution company specializing in software and web development as well as training consultancy.

Established in 2012, ITAsoft handles various business sectors with IT as their main focus, covering industries like banking, financial services, manufacturing, oil & gas, telco and more.

CUSTOMER AT A GLANCE

PT Bank Danamon Indonesia, founded in 1956, is supported by a network of 846 conventional branch offices, Sharia units and subsidiary branch offices as well as more than 60,000 Danamon ATM networks, ATM Bersama, PRIMA and ALTO spread across 34 provinces.

Apart from the physical network, Danamon services can also be accessed through Danamon Online Banking, mobile banking through the D-Bank and D-Card applications, SMS Banking, and phone banking services through Hello Danamon.

Industry:
Financial Services

Firm Size:
10,001+ employees

Country:
Indonesia

CHALLENGES

- Needed a secure and auditable way to manage employee identity and system access
- Bank employees needed to manually fill out User ID forms on paper
- Once the forms were signed, approved by their immediate supervisor and scanned, they will be emailed to the user administration group at the headquarter office for processing according to the type of requests
- Processing thousands of requests per month made the workflows time-consuming and difficult to monitor. Lack of control and monitoring led to SLA non-compliance and potential errors and fraud, lack of validation and "auto-reject" capability for non-compliant forms
- Manual processing by the user administration group for more than 100 applications per month was inefficient, and there was no User ID request report available

SOLUTION

An Identity & Access Management Workflow System was built on the Joget platform to manage and handle not only the approval processes, but also to integrate with Bank Danamon's backend core system via middleware.

Upon implementation of the workflow system, Bank Danamon can now effectively streamline their identity and access management processes and improve overall efficiency with a more holistic approach to managing system access and permissions. As a result, Bank Danamon experienced increased productivity and reduced risk of security breaches.

RESULTS

- ☑ The Identity & Access Management Workflow system is capable of handling hundreds to thousands of requests per month without compromising on performance or reliability, enabling Bank Danamon to effectively manage access requests from a large user base without experiencing any major disruptions

- ☑ The integration between the system and Bank Danamon's backend core system has resulted in a significant reduction in manual processes and administrative overhead

- ☑ By automating the integration, the system has simplified the processes in the user administration group and minimized the resources required to perform the processes

- ☑ This has not only improved the efficiency of the access management system but also freed up resources that can be directed to other critical areas

- ☑ With the system in place, user ID requests are now digitalized, centralized, and streamlined. This has made the process of requesting and granting user IDs faster, more efficient, and less prone to errors

- ☑ Overall, the system has improved the end-user experience by simplifying and automating key processes, resulting in increased user satisfaction and engagement

1000+
Monthly requests processing

100%
Automated key processes

SECURED
User ID requests management

10