ANUVU

LET INNOVATION MOVE YOU

Anuvu automates Users Access Review and **cuts audit time by 50%**

Modernizing access reviews across 30+ business-critical applications to strengthen compliance, reduce manual workload, and improve operational efficiency

Company Overview

Industry Telecommunicati ons	**Headquarters** Lombard, Illinois, United Sates	**Employees** 900

BalkanID IGA Capabilities User Access Reviews	**Number of Identities Managed** 12823

Key Results

- ✅ Reduction in Effort by **70%**
- ✅ Reduced Error by **50%**
- ✅ Structured and Dedicated Onboarding Support
- ✅ Customization of in-house and disconnected apps

Anuvu's global team of experts provides demanding mobility markets with technology-driven solutions that keep their passengers entertained and connected to the things they love. From high-speed broadband internet to movies, television and games, our reliable, scalable, and affordable approach is designed to meet the ever-changing technology needs of our clients' passengers and guests.

The Opportunity

Driven by a mission to connect and entertain passengers across the world's skies and seas, Anuvu delivers high-performance connectivity and media solutions to aviation and maritime customers. Operating since 2004, with a global presence across six continents, Anuvu is trusted to meet the fast-evolving technology expectations of millions of passengers and guests.

As the organization continued to scale, Anuvu conducted User Access Reviews (UAR) manually across more than 30 critical applications. Managing privileged identities, non-human accounts, and employees distributed across multiple domains became increasingly complex. Manual reviews were time-consuming, difficult to validate, and prone to errors—slowing down compliance readiness and placing operational strain on IT and GRC teams.

Recognizing the growing risk and inefficiency, Anuvu set out to modernize and automate its UAR program. They needed a solution that could streamline the review process, reduce manual overhead, and deliver reliable, audit-ready results at scale. That's where BalkanID came in.

The Solution

To address the scale and complexity of their access governance challenges, Anuvu partnered with BalkanID to modernize and fully automate their User Access Review (UAR) processes. Their objective was to eliminate manual, error-prone tasks; strengthen compliance controls; and establish a repeatable, scalable program that could support both current and future applications.

With BalkanID, Anuvu transitioned from fragmented spreadsheet-driven workflows to a centralized, automated UAR engine built for enterprise environments.

End-to-End UAR Automation Across 30+ Applications

BalkanID automated the complete lifecycle of access reviews, including campaign setup, user data extraction, discrepancy detection, and audit evidence generation. Applications such as Oracle EBS, along with privileged identities, non-human accounts, and users across multiple domains, were brought into a single unified process. Additionally, saved filters enabled the team to quickly retrieve frequently used review conditions, significantly improving efficiency and reducing manual effort.

According to the Anuvu team:

> "The platform allowed us to seamlessly support homegrown and custom-built tools through CSV-based integrations, enabling automated access reviews for disconnected, custom, and on-premise applications without APIs"

Strengthening Segregation of Duties (SoD)

Prior to implementing BalkanID, enforcing SoD relied heavily on manual oversight. With automated controls in place, Anuvu now ensures SoD related to:

- ✅ Managers certification (access reviews)
- ✅ Administrative and other Privilege access
- ✅ Risky access combinations are flagged for deeper review

This created a stronger governance structure aligned with SOX and internal security policies.

Automated Playbooks for Continuous Accuracy

BalkanID supported more than 30+ applications with sensitive data, leveraging automated playbooks, customizable reports, and Copilot-guided insights to help reviewers clearly understand and validate identity information. The platform introduced end-to-end remediation workflows that ensured identity data remained accurate, compliant, and audit-ready.

These automated playbooks:

- ✅ Compare application data against the source of truth
- ✅ Automatically identify discrepancies, such as offboarded employees with lingering access
- ✅ Log remediation tasks and generate corresponding tickets
- ✅ Escalate high-risk findings for Risk Assessment and Business Owner approval
- ✅ Re-extract and re-compare data to verify remediation is complete
- ✅ Deliver a consolidated package for reviewer approval and certification
- ✅ These playbooks closed the loop from detection to remediation and final validation.

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Working with BalkanID to support our quarterly User Access Review process has been a significant improvement for our team. By partnering with them to implement and run this process each quarter, we have been able to substantially reduce both the effort required and the risk of errors compared to our prior approach. The team dedicated to our account is highly professional, and consistently attentive to our needs. They take the time to listen and tailor the solution to fit our specific requirements, rather than applying a one-size-fits-all approach. Their use of best practices and thoughtful recommendations has helped optimize our process and improve overall efficiency.Since implementing their solution, the User Access Review process has become much easier to manage, more reliable, and far less time-consuming. The BalkanID team is dependable and always willing to make changes on demand, which gives us confidence in both the product and the ongoing partnership. We highly value their support and expertise.

Rebecca Shipley
Global Director, Technology Services Project Management Office & Finance

Automated Identity Mapping

To reduce manual cleanup and improve review accuracy, BalkanID automated the process of mapping user identities across systems.

This included:

- ✅ Consolidation and normalization of employee data
- ✅ Detection and removal of duplicate or stale accounts
- ✅ Identification of privileged and service accounts for elevated scrutiny

Reviewers gained a clear, unified view of each user's complete access footprint.

Enhanced Telemetry for Smarter, Risk-Based Reviews

To improve reviewer decision quality, BalkanID provided contextual telemetry and insights, including:

- ✅ Access timestamps
- ✅ Entity labels and access insights
- ✅ Password age indicators (e.g., passwords older than 90 days)
- ✅ Access key age indicators for non-human identities

These data points enabled reviewers to make informed decisions rather than relying on guesswork.

Interested in learning more?
Schedule a demo.

Let us know where to reach you and a member of our team will contact you soon to schedule a time to walk through our solution!

[Request a Demo](#)