Instructure.

Instructure Reduces AWS Access Review Time by 90% and Strengthens Audit Readiness with BalkanID UAR

Modernizing SOC 2 assessments and Continuous Compliance with Automated User Access Reviews

Company Overview

Industry
E-Learning
Providers

Headquarters
Salt Lake City,
Utah, United Sates

Employees
1800+

BalkanID IGA Capabilities
User Access Reviews

Number of Identities Managed
4800+

Key Results

- ✅ Reduction in Effort by **90%**
- ✅ Reduced Error by **97%**
- ✅ Simplified Compliance
- ✅ Enhanced Security

Instructure is the O.G. champions of open edtech. The makers of Canvas, Mastery, and Parchment (solutions for learning, assessment, and credentialing). Host of the world's largest online community of educators.

The Opportunity

Founded in 2008, Instructure is a global leader in learning technology powering education for millions of students and educators worldwide. It serves 8,000+ customers and is named No. 1 LMS in the world, preparing educators and learners for the challenges and opportunities ahead. They must maintain a vigilant and proactive approach to monitoring compliance-related activities, allowing them to promptly identify and address any deviations from established standards. Regular audits and assessments must be conducted to validate adherence to relevant frameworks. With continuous global expansion and increased audit requirements, Instructure needed a scalable, automated approach to access governance.

The Solution

As Instructure continued to scale its global operations, the complexity of managing user access across cloud systems, internal tools, and critical infrastructure increased dramatically. Their SOC 2 compliance program required quarterly User Access Reviews (UARs), but the manual process email approvals, spreadsheets, screenshots, and copy-paste evidence had reached a breaking point. Reviewer fatigue grew, access validations were inconsistent, and audit preparation cycles consumed valuable IT and GRC resources.

Instructure needed a solution that not only automated reviews but also strengthened overall Identity Governance practices by eliminating privilege creep, reducing risk, and ensuring clean, defensible audit trails.

Deploying BalkanID UAR

BalkanID partnered with Instructure to modernize and fully automate their access review lifecycle. Leveraging BalkanID's purpose-built UAR engine, Instructure was able to replace fragmented processes with a centralized, intelligent, and auditor-friendly workflow designed for scale, accuracy, and operational efficiency.

BalkanID UAR enabled Instructure to:

Automate End-to-End Review Cycles

Instead of manually orchestrating review rounds, BalkanID automatically launched, tracked, and completed UAR campaigns across hundreds of users and entitlements at the cadence required for SOC 2 and internal policy.

Identify High-Risk Access with Precision

Using risk analytics and contextual insights, reviewers could instantly spot:

- ✅ Excessive or outdated permissions
- ✅ Privilege creep accumulated over time
- ✅ Sensitive AWS and SaaS privileges requiring escalated review
- ✅ Outliers that would have been easily missed in spreadsheets

Replace Spreadsheets with a Reviewer-Friendly UI

BalkanID transformed the experience for managers and technical reviewers:

- ✅ Intuitive interface
- ✅ Clear visibility into who has access to what
- ✅ One-click approval/removal
- ✅ Explanation prompts for auditors
- ✅ Real-time progress tracking

This reduced time spent per reviewer and dramatically cut down on confusion and back-and-forth communication

Generate Audit Evidence Automatically

Every action: approval, revocation, justification, timestamp, and reviewer identity, was automatically logged.

Auditors received:

- ✅ Clean certification reports
- ✅ Immutable evidence trails
- ✅ Full campaign history
- ✅ Reviewer justifications tied to each entitlement

Scale Without Engineering Effort (No-Code Onboarding)

Instructure integrated new applications using BalkanID's no-code connectors and CSV onboarding, allowing GRC and IT teams, not developers to expand UAR coverage rapidly as the environment evolved.

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> "With BalkanID, we set-up user access campaigns for our AWS platform for hundreds of users in less than a week. The interface is intuitive and easy to administer, and we are able to filter on specific groups and permissions to customize our campaigns for high risk access levels. I'm excited to see this solution now available in a self-service model at an affordable price for other companies to benefit from."
>
> **Deepa Talreja**
> Senior Director of GRC at Instructure.

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]