

UK digital bank finds orphaned access in its back-office systems

A UK digital banking app for families, with about 200 users, used the IAM Risk Analyzer to find orphaned accounts and feed them straight into review campaigns.

Industry	Financial services (UK regulated digital banking)
Size	~200 users
Modules	IAM Risk Analyzer, User Access Reviews
Drivers	UK financial regulation and GDPR; a lean team with no IGA tool

Challenges before BalkanID

- No systematic way to see which accounts belonged to people who had left or changed roles.
- A core back-office system held accounts that were never reconciled against HR.

What they implemented and the outcome

- Risk scan across identity sources and business systems, correlated with the HR record.
- Found orphaned identities holding access grants, plus orphaned accounts in the core back-office system.
- Findings fed directly into review campaigns for owners to revoke, with evidence retained for audit.