

— US COMMUNITY BANK

US community bank automates **joiner and leaver access**

Regulated community bank replaced manual onboarding and offboarding with HR-driven automation.

Company Overview

Industry

Banking (US community Bank)

Headquarters

USA

Employees

1000+

BalkanID IGA CapabilitiesLifecycle (JML), User Access Reviews,
IAM Risk Analyzer**Identities Managed**

1000

Entitlements Managed

5000

Key Results

- ✓ Leaver flow tested end to end, from HR termination to access removal across directories.
- ✓ Joiner flow tested end to end, from HR employee creation to baseline accesses.
- ✓ Service targets set with the bank: 100% of leavers deprovisioned within 4 hours of the HR status change, and 100% of joiners provisioned within SLA.
- ✓ One platform for provisioning, reviews and risk, sized and priced for a community bank.

A regulated community bank with about 1000 employees replaced manual onboarding and offboarding with HR-driven automation in a four-week rollout.

The Challenge

SYSTEMS IN SCOPE

ADP Workforce Now (HR), Active Directory, Entra ID

DRIVERS

Bank examiner and IT audit expectations for timely deprovisioning and periodic access reviews

Challenges before BalkanID

- ⊖ New hires and leavers were set up and removed by hand across AD, Entra ID and Okta, with no reliable link to the HR system.
- ⊖ Leaver deprovisioning depended on email and tickets, so access could outlive employment. This is a recurring audit finding for banks.
- ⊖ A small IT and security team had to produce access review evidence for examiners without an IGA tool, and enterprise IGA platforms were too heavy for their size.

The Solution

What they implemented

- ✓ HR-driven joiner and leaver playbooks: a status change in ADP triggers account creation or removal in AD, Entra ID.
- ✓ Automatic base line access and licenses in EntraID for different types of team members.
- ✓ Enable periodic user access reviews with evidence for audit.
- ✓ IAM risk scanning for orphaned and terminated-user accounts.
- ✓ Rollout plan: weeks 1 and 2 setup and playbooks, week 3 pilot, week 4 rollout.

The Results

Outcomes

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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

www.balkan.id

