

A photograph showing several hands of different skin tones stacked on top of each other in a huddle, symbolizing teamwork and collaboration. The background is a bright, out-of-focus indoor setting.

Customer Success Brief

Helping organisations modernise identity, strengthen security, and accelerate business outcomes

Trevonix helps organisations solve complex IAM challenges with modern, scalable, standards-based solutions across customer, workforce, and privileged access. We enable stronger security, reduced complexity, regulatory compliance, and seamless digital experiences.

We deliver measurable impact across industries: **faster onboarding, lower costs, stronger governance, and quicker time-to-market.**

Reach out to us to schedule a no-obligation consultation.

Customer Impact Highlights

Banking: CIAM for a UK Emerging Bank

30%

faster feature launches



Regulatory compliance achieved



Lower operating costs

Overview

Scalable cloud CIAM platform for a fast-growing digital bank serving hundreds of thousands of retail customers, enabling PSD2/Open Banking compliance & omnichannel access.

Financial Services: MFA Consolidation

45%

lower total cost of ownership



Consistent user experience



Stronger compliance

Overview

Authentication modernisation for a UK Big Four retail and commercial bank with millions of customers.

Energy: IGA App Onboarding & Leaver Control

50%

faster onboarding



55 critical applications integrated in 6 months



Immediate risk reduction

Overview

Governance improvement across critical operational and corporate systems.

Banking: Cloud IAM Modernisation

60%

faster onboarding



1.5M+ users supported



Unified customer view

Overview

Cloud-native IAM platform deployed across a multi-entity UK banking group to support large-scale retail customer operations.

Telecom: Post-Merger CIAM Unification

80%

improvement in data quality



Zero customer disruption



3x faster launches

Overview

Integration of two major consumer telecom brands with multi-million subscriber bases.

Banking: IGA Standardisation & Audit Remediation

90%

increase in connected applications



70% reduction in onboarding effort



Audit findings resolved in < 9 months

Overview

Governance transformation within a Tier-1 global bank operating across multiple regions and regulatory environments.

Manufacturing: Global IAM Transformation

40%

reduction in administrative effort



30,000+ identities unified



Improved compliance

Overview

Single IAM control plane across 19 countries for a multinational industrial organisation.

Energy: Post-Merger Access Integration

50%

faster integration



20,000+ employees enabled



Near-zero disruption

Overview

Rapid access enablement following merger of large utility organisations with separate IT estates.

Higher Education: PAM Modernisation

30%

Reduced manual processes



Shared passwords eliminated



Automated vaulting

Overview

Privileged access transformation for a major UK university supporting thousands of staff and systems.

Retail: Passwordless Shopfloor Access

7x

faster logins



Reduced password incidents



Higher frontline productivity

Overview

Passwordless authentication across a national retail chain with over 1,500 stores and large frontline workforce.

Selected Customer Examples

CIAM for an Emerging UK Digital Bank

- **Sector:** Retail Banking
- **Scale:** Hundreds of thousands of customers, rapidly growing
- **Environment:** Cloud-first digital banking platform

Challenge

The bank required a secure, seamless customer identity platform for web and mobile channels that could support rapid growth while meeting PSD2/Open Banking regulatory requirements.

Solution

Trevonix delivered a cloud-native CIAM platform with central authentication and federation, streamlined registration, branded MFA, lifecycle management, and consent controls for third-party providers.

Impact

- Regulatory compliance achieved
- Approximately **30% faster delivery** of new digital features
- Autoscaling to support peak demand and campaigns
- **Reduced operating costs** through platform consolidation
- Improved **customer experience** and engagement

Cloud IAM for a Leading UK Banking Group

- **Sector:** Retail & Commercial Banking
- **Scale:** Over 1.5 million customers across multiple entities
- **Environment:** Multi-brand banking group

Challenge

The organisation needed a single IAM platform capable of supporting multiple entities while meeting regulatory requirements and delivering seamless digital access.

Solution

Trevonix deployed a cloud-native IAM platform with centralised authentication, authorisation, MFA, consent management, and automated deployment practices.

Impact

- Supported **1.5M+ users** on a single platform
- **60% faster onboarding** of applications and services
- Reduced operational overhead
- Unified customer view across entities
- **Accelerated rollout** of new digital services.

MFA Consolidation for a Major UK Retail & Commercial Bank

- **Sector:** Financial Services
- **Scale:** Millions of customers across retail and commercial banking
- **Environment:** Complex legacy estate with multiple authentication systems

Challenge

Fragmented MFA solutions created inconsistent user journeys, higher costs, and operational complexity.

Solution

Trevonix implemented a unified MFA platform supporting biometrics, push notifications, OTP, and FIDO-class authentication, integrated with the bank's existing identity infrastructure.

Impact

- **45% reduction** in total cost of ownership
- Consistent authentication experience across channels
- **Stronger compliance** and auditability
- **Simplified operations** and faster policy updates

IGA Standardisation for a Tier-1 Global Bank

- **Sector:** Global Financial Services
- **Scale:** Thousands of applications and users across regions
- **Environment:** Highly regulated, multi-jurisdictional

Challenge

Application onboarding into the IGA platform was fragmented and manual, creating governance gaps and audit concerns.

Solution

Trevonix introduced a structured onboarding framework and supporting tooling to standardise processes.

Impact

- **90% increase** in connected applications
- **70% reduction in onboarding** effort
- Major audit findings resolved within nine months
- **Improved visibility** and governance

Selected Customer Examples

Passwordless Access for a National Retail Chain

- **Sector:** Retail
- **Scale:** 1,500+ stores with large frontline workforce
- **Environment:** Shared devices and high staff turnover

Challenge

Password-based access slowed staff productivity and created avoidable security risks.

Solution

Deployment of passwordless smartcard authentication for shared POS and kiosk environments.

Impact

- Login times up to **7x faster**
- **Fewer password**-related incidents
- Improved employee productivity
- **Better customer service** outcomes

Global IAM Transformation for a Multinational Manufacturer

- **Sector:** Industrial Manufacturing
- **Scale:** 33,000+ employees across 19 countries
- **Environment:** Distributed operations with partners and contractors

Challenge

Fragmented identity systems and manual provisioning created security risk and inefficiency.

Solution

Implementation of a unified IAM platform with automated lifecycle management and centralised policies.

Impact

- Consolidated identities into a **single control plane**
- **40% reduction** in administrative effort
- Improved compliance posture
- Better visibility across **global operations**

Why Organisations Work with Trevonix



Deep expertise across **CIAM, workforce IAM, IGA, MFA, federation, and PAM**



Proven delivery in **regulated and complex enterprise environments**



Focus on **measurable business outcomes**, not just technology deployment



Standards-based solutions designed for **scale, resilience, and future growth**



Practical, low-disruption approach that accelerates time to value

Let's Talk

If you are exploring how to modernise identity, strengthen security, streamline access, or support digital growth, Trevonix can help assess opportunities in your environment and share relevant experience from similar organisation

Reach out to us to schedule a no-obligation consultation.