

A decorative background graphic on the left side of the slide, consisting of concentric, overlapping circles made of small, light brown dots, creating a ripple effect.

Nationwide Building Society

Privileged Access Management Transformation

Nationwide Building Society

CLIENT CONTEXT

Nationwide is the largest building society in the world, and a large financial services organization in the UK providing retail banking services to over 17 million customers in the UK. Accenture is the Security partner at Nationwide, and has been involved in delivering multiple engagements in the Security space over the years.

THE CHALLENGE



- IAM tried twice and failed, third IAM project initiative at risk



- Inexperienced project, architecture and advisory teams with no real exposure to IAM challenges



- A highly customized IAM platform developed by incumbent supplier unable to scale to the demands



- Growing backlogs and skipped milestone commitments to the board

THE JOURNEY



- Successfully rolling out a re-designed IAG platform capable of rapidly on-boarding and governing access across hundreds of applications by leveraging Accenture accelerators, Design patterns, DevOps and Automation



- Setting up an industrialized IAM factory to on-board high risk and high request volume applications to provide efficient governance



- Maximizing investment on IAG platform by automating manually managed governance processes using the IAG capabilities thereby reducing cost to operate

KEY IMPACT

- With Accenture as the driving force, the society successfully rolled out the SailPoint IIQ platform to workforce users in October 2018 and prioritized applications that would yield the highest ROI.
- With the subsequent roll-out of automated access re-certification, Preventative and Detective Toxic combination capabilities the security and governance posture of the society has significantly improved.
- Accenture Security has helped the society deliver a true business enabler and to successfully manage audit concerns with an IAG platform protecting and serving the business.

Nationwide Identity and Privileged Access Transformation Journey

We've been helping Nationwide successfully roll-out the Workforce Identity and Privileged Access solutions (SailPoint IIQ + CyberArk)

Scope

- Identity transformation
- Identity run services
- Security Architecture

Teams:

Security Architects: 4
Transformation: 14
Support Specialists : 5

Key skills:

SailPoint Identity IQ, CyberArk, API management, SCIM, Microsoft SQL Server Integration and Reporting services, Active Directory, ServiceNow, DevOps, IAM Architecture

Key capabilities delivered:

- **Automated** Identity and Privileged controls
 - Joiner, Mover & Leavers
 - Access Request & approvals
 - Access Request Recertifications
 - Privileged access onboarding and monitoring
 - Additional native controls
- **440+** Tier1 & 2 systems onboarded to CyberArk
- **105+** applications onboarded to SailPoint
- **Scalable Cloud RBAC Model for AWS cloud** roles live in production

Key business outcome:

- **140+** internal and external audit events
- **Paper** based **forms** translated to **automated request in IIQ mins**
- Average time to grant access reduced **from 12 days to 30 mins**
- Helpdesk calls reduced from **200 to 20 calls per day**
- Recertification controls for **300+** AD application and **70+** Non-AD applications
- **50%** cost reduction to re-certify
- **60%** Op-ex savings driven through automation
- Full transition of PAM & IGA application onboarding to NBS insourced teams

IGA Journey

2018

- Successfully roll-out **workforce identity platform** along with **automated access, controls, governance and reporting**
- Achieved audit compliance

2020

- **ADGM** capability controls for continued assurance and address **PRA audit** action
- **NOAM** capability **delivered to enable business teams** operate **service accounts** through **custom UI** with necessary approvals

2022

Ongoing initiatives:

- Native change detection phase 2
- Retail flexible roles
- **Attack surface management**
- **Zero Trust**
- **Security operations automation**

NBS Security and Resilience org initiatives:

- **IGA** programme
 - **PAM** programme
- Decision to move from earlier supplier and partner with Accenture

- **Daily batch process** re-designed to reduce the process execution time by **60%**
- Native change detection capability to detect and respond to **malicious activity outside of SailPoint IIQ**

- NOAM enhancements
- Integration with **Cloud COE (Cloud RBAC) roles** for **automated cloud role request**

- **Least Privileged** Access Management
- **Application Onboarding:** Federated Access Control
- Native Change Detection



SailPoint IIQ platform upgrades – versions 7.2, 7.3, 7.6, 8.1, 8.2



Application on-boarding