Matrix42 IGA
Solution Summary

MATRIX42

Contents

What is Matrix42 IGA?

Matrix42 Identity Governance and Administration (IGA) is an intuitive Identity and Access Management (IAM) solution for organizations of any size looking for an affordable approach to automating their identities and access rights management.

Many IT and security teams are looking for a better way to manage and automate access and identities as manual methods become too difficult and risky. There is growing pressure to introduce IAM practices that are fit for purpose in a new type of work environment, characterized by growing threat landscape, data protection legislation, increase in remote work, and digital transformation.

Security & privacy concerns increasing, linked to breaches.

Over 30%

are due to stolen credentials and misuse of access privileges.

Global breach investigations report, Verizon 2024

Growing threat landscape:

The rise in use of mobile devices for work has expanded the threat surface far beyond the traditional perimeter of the organization. IT teams must now manage identity and access on a range of mobile devices, including personal tablets and smartphones. Working environments are more open and interconnected, not only across employees, but also contractors, suppliers and partners, as well as IT system resources and physical resources, creating high levels of complexity and risk. Attacks are on the increase too, with hackers frequently targeting users to gain access to high value systems and data.

Data protection legislation:

The need to manage personal data in line with the EU General Data Protection Regulation (GDPR), as well as national data protection and cybersecurity laws and regulations, calls for a more robust approach to identity and access management.

Increase in remote work:

The COVID-19 pandemic accelerated the trend towards hybrid working, with IT teams now expected to provide and manage access to core on-premises and cloud-based systems from remote and potentially insecure locations.

Digital transformation:

Organizations of all sizes are looking for ways to increase efficiency and reduce costs through digitalization and automation of core processes. IAM is a strong candidate for transformation as manual methods take up IT time that could be spent on core business activities.

Matrix42 IGA is

... an easy and affordable IAM solution that lets you provide the right access, to the right people, at the right time, for the right reasons, with a clear record of the process for audit reporting processes and regulatory compliance. Access rights can be related to both digital applications and physical resources like building entry systems.

Matrix42 IGA provides ready-built IAM capabilities, allowing you to get up and running quickly with some of the most common IAM processes. At the same time, it offers you the flexibility to configure and customize the solution to your own organization's needs.

+85% CIOs:
cyber/information security – top 3 technology with planned investment increases in 2025.

2025 CIO Agenda: Top Priorities and Technology Plans in the Nordics, DACH and Central/Eastern Europe. Gartner, August 2024

How can Matrix42 IGA benefit my organization?

The benefits of Matrix42 IGA range from improved identity and access rights management to reduced costs and time efficiencies. Read more to find out the key benefits Matrix42 IGA can bring to your organization.

Streamlined identity and access rights management

One easy to use Self-Service for access right requests, removals, and approvals (which can be expanded to other IT & enterprise services)

Intuitive admin UI for a long list of use cases, from task management to toxic combinations and entitlement lifecycle management

Always-on visibility to identities and access rights for auditing

End to end use cases with IT service management, such as employee onboarding

Matrix42 IGA customers say:

We recruited 1,000 new employees in one year, which made easy on- and off-boarding essential. In the past, requests were made with several platforms, but now everything is done using Matrix42.

Petri Nieminen, ICT service delivery manager, Valmet Automotive

Successful IGA deployment hinges on cross-department collaboration,where stakeholders from IT, HR, and security actively participate to ensure governance covers the full user lifecycle. Gartner, January 2024

Improved security and compliance

Always-on visibility of current and active access rights and identities (user and group membership connections)

Access rights recertification

Ensuring users only have the **permissions necessary to complete their tasks**

Prevention of **unwanted data exposure** and breach of information via automated deprovisioning

Identification and elimination of Separation-of-Duties (SoD) policy violations resulting from toxic combinations of access privileges among users

Solving the problem of privileged users having i**nappropriate levels of access** to resources

Instant audit of users and access rights when deploying Matrix42 IGA

Organizations that neglect role management and user access reviews within their IGA deployments risk introducing inefficiencies and security vulnerabilities

Gartner, January 2024

Cost savings

Cost savings from the **identification and removal** of unused or unnecessary software licenses

Cost savings from **reduced manual work and risk of errors.** Matrix42 IGA can help you automate your identity and access rights management processes, and when full automation is not applicable, IGA will link those processes to task management, to ensure clear SLAs and approvals

Potential to **consolidate IAM and IT Service Management (ITSM)** on the Matrix42 platform, for further process efficiencies and cost savings

IGA related problems lead the list of help desk tickets due to frequent account lockouts or expired passwords. A self-service portal for password management can cut down resolution time significantly, reducing costs as well.

Invgate, February 2023

Time and Efficiency savings

Matrix42 IGA can save significant amounts of work and waiting time for key IAM activities, compared to a manual solution:

30
minutes for each new user created

Save up to

30
minutes every time a user profile is updated

8
hours of waiting time creating additional access rights for one new user

weeks
of waiting time when updating user access rights

Rapid implementation and structured rollout

The **essential IAM use cases** can be implemented in just a few weeks

Matrix42 is designed to be implemented step by step, in well-planned phases, giving you **improved transparency and control over IAM processes**

"

Matrix42 IGA customers say:

Configuration of new actions is easy. With a very short familiarization, I succeeded in modifying the prompt, adding data sources to the query, and adding a new action.

We have over 2000 IGA Entitlements. Effie AI can help us with the review of IGA Entitlements, which becomes significantly faster, and we save a lot of time.

A-Insinöörit, ITSM & IGA admin, September 2024

Which Identity Management and Administration use cases are included?

Matrix42 IGA includes ready-made use cases for Self-Service, lifecycle management, administration, governance, and automation & provisioning.

Self-Service

▸ Accessible to **internal and external employees**

▸ IT teams can define **who has access to which service**

▸ Users or managers can easily **request, approve and remove access**

▸ Managers can **add new users** (internal & external), **update user information** and **update departing user information**

▸ Managers can see their **subordinates with their accounts, business roles and work periods**

▸ Users can see their **active access rights,** open requests and approvals

▸ Managers can **lock an employee's user account** if there is a security threat (e.g. NDA violation)

▸ **User instructions** are also available in the portal
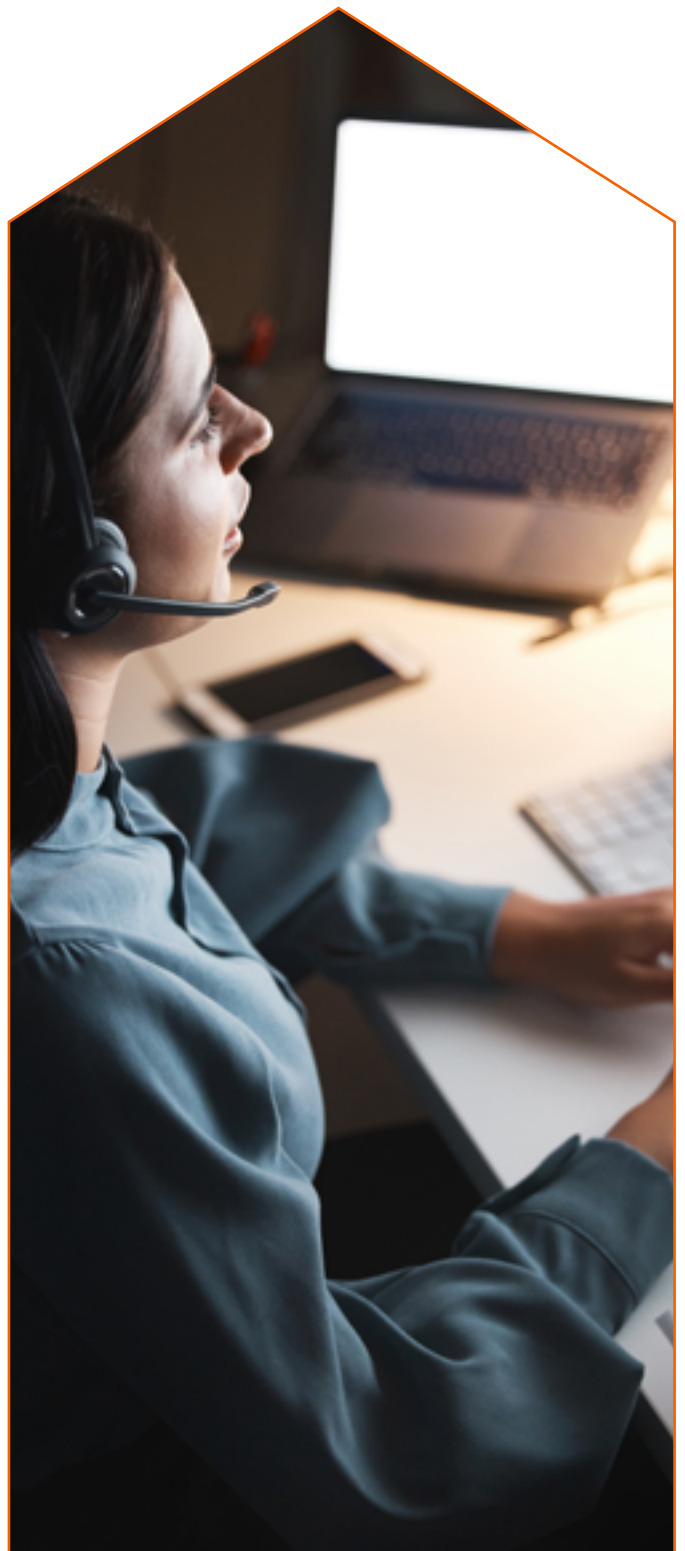
Lifecycle **management**

▶ New internal or external users can be added via the **Self-Service or automatically from the HR system.** The user can have **one identity** and **one or several related work periods.** New user information can be automatically provisioned to AD or Azure AD

▶ User information can be **updated both automatically and via the Self-Service.** IGA allows updates of **users' personal and organizational data** via the Self-Service or automatically from the HR system, which will be provisioned to target systems AD or Azure AD. User information and access right records (audit details) are saved

▶ Updates of departing user information can be done **both automatically and via the Self-Service.** Matrix42 IGA disables user target system accounts and customer can define the timelines for example for disabling accounts and removing access rights

▶ Users can manage **organizational information and user work periods.** For example, hospital employees can have **5 or more work periods,** and their managers can request needed access rights for the different periods in Self-Service.

Matrix42 also provides admin training to enable your IGA admin users to configure and customize your IGA solution to your organization's own needs.

Administration

Basic administration use cases include:

- **Management of administration tasks,** for admin users to manage manual requests, exceptions, notifications and other daily tasks in a simple and efficient manner. If full process automation is not applicable, IGA will link those processes to task management, to ensure clear SLAs and approvals

- **Management of request catalog,** which gives visibility to available entitlements, ensures that users see only the services they should see, and enables auditing of system changes

- **Management of entitlements** for easy creation and auditing of entitlements, with a simple to use interface for managers and owners, and an audit trail of every change

- **Management of passwords,** further improving security by allowing a second level of oversight for password reset

More complex use cases include:

- **Business role management,** to tie permissions to a job title, ensuring users only have the permissions necessary to complete their tasks
- **Automated rule management for the following access control models:**
  - Role-based Access Control (RBAC)
  - Attribute-based Access Control (ABAC)
  - Organization-based Access Control (OrBAC)

- **Management of individual user rights becomes a matter of assigning appropriate roles,** attributes and or organization to the user's account. This simplifies common operations, such as adding a user or changing a user's department

- **Toxic combinations for Separation-of-Duties (SoD),** to prevent access combinations which can lead to fraud and theft of information. For example, a sales rep with access to a commission tool can view the commission they have earned, but cannot approve it

- **Entitlement lifecycle management,** which allows group creation, their required information, and automatic provisioning when needed, e.g. if the company's organization is updated

- **Privileged access management,** for controlling and auditing privileges and privileged access – for employees, vendors, systems, applications, etc. This is essential for protecting against both external and internal threats, and for meeting a growing list of compliance requirements.

Governance

Basic governance use cases in Matrix42 IGA provide support for audits and regulatory compliance. Ready-made reports provide transparency to customers' current AD or Azure AD user-, account- and group-information

More complex governance use cases include:

- **Access rights recertification:** an IT control that involves auditing user access privileges to determine if they are correct and adhere to internal policies and external regulations

- **Identity storage lifecycle management** to automate GDPR anonymization and pseudonymization. This relates to employees who request that all their info is deleted after they leave the company. If the company has a legal responsibility to store it for a longer period, this function allows audit data to be stored in an anonymized format

- **Management of IGA** solution to control and secure access for Matrix42 IGA users

- **Ready-made dashboards and views for auditing and reporting** to see who has requested what and why; unused and orphan accounts and licenses; toxic combinations and Separation of Duties. We also provide flexibility for customers to create their own reports easily

Automations and provisioning

Matrix42 IGA provides high levels of automation, including provisioning (a process which grants, deploys and activates services for users) and other use cases:

- **Provisioning can be configured in any of the following ways:**
  - Fully automatic, based on provisioning tasks configured in workflows
  - Combination of automatic and manual
  - Fully manual, with tasks assigned to IT admin users in an easy-to-use interface

- **Deprovisioning or automatic removal** of user access to applications, systems and data when required. Deprovisioning is an important security process that ensures sensitive data is being protected within the organization

- **Additions of new users** (internal and external), updates of user information and updates of departing user information can be done automatically from HR system

- **Connectors to other systems or applications** which require user rights management, such as HR, CRM, ERP, finance, and customer service systems, can be provided to easily enable the complete automation of processes such as user lifecycle management or employee onboarding

Effie AI actions for IGA

Effie AI Actions empowers users with **ready-made actions** right out of the box, so you can get started quickly without the hassle of extensive setup. With a straightforward configuration process, new actions are easy to create or adjust. Users can effortlessly modify prompts, add data sources to specific queries, and even build entirely new custom actions to suit their unique needs.

Effie's capabilities extend to **streamlining entitlement reviews and supporting admin tasks,** including naming, descriptions, and categorization of entitlements. It enables admins to categorize and manage resources, making the organization and review process more intuitive. Plus, with support for specialized use cases like role mining, **configuring even complex use cases becomes accessible and efficient.**

The platform includes an **NLP-based chat-bot** that serves as an **intuitive, user-friendly interface for end-users,** providing easy access to information and support. As Effie's features are continuously evolving, users benefit from a cutting-edge AI experience that adapts to changing needs.

Effie AI Actions offers f**lexible AI hosting and model options,** catering to a range of infrastructure requirements. Its deployment models are adaptable, fitting seamlessly into diverse IT environments. The results of this are **faster processing times** and significant time savings, allowing organizations to streamline workflows and boost productivity with ease.

ITSM + IGA: Benefits for different User Communities

▸ **Integrating IT Service Management** (ITSM) with Identity Governance and Administration (IGA) offers substantial benefits across user groups, unifying processes into a single, efficient platform. The ITSM-IGA integration delivers a more secure, streamlined, and cost-effective IT environment, meeting the needs of diverse user communities and maximizing operational efficiency.

▸ **With one centralized portal** for helpdesk, identity, and access rights, users experience a streamlined interface, making the system easy to learn and navigate. Transparent reporting across ITSM and IGA increases visibility into requests and processes, improving accountability.

▸ **Partners benefit** from a unified platform, simplifying training, maintenance, and upgrades. Having a single point of contact improves communication efficiency, ensuring smooth client interactions across ITSM and IGA services.

▸ **Automated workflows** reduce security risks and compliance gaps, while the platform helps identify unused licenses for cost savings. A single, cloud-based platform optimizes IT spending and simplifies vendor management.

▸ **A unified view of users and access rights** enables service owners to manage roles and privileges easily, standardizing the user experience across the organization and ensuring efficient task delegation.

How can I get the most value from Matrix42 IGA?

Matrix42 IGA provides an easy and affordable appro–ach to IAM, especially in comparison with complex and expensive IAM solutions designed for large enterprises.

Our intuitive software platform and helpful customer success team enable you to:

Start with clear and firm steps:
Our team can guide you through all of the planning and preparation for your IAM project (when, why, how, who, what needs to be considered, etc.). Together we'll identify identity owners, applications, users, and access rights to manage or work on process definition (e.g. processes to request and approve access).

### Divide your IAM journey into well planned phases:
We'll recommend a phased journey mapped to your own goals – prioritizing essential use cases, business outcomes (e.g. security, reputation, regulatory compliance, launch of a new service), and system integrations.

See business value fast:
Matrix42 IGA provides an affordable TCO and a rapid time to value, with rea–dy-made use cases packaged for quick wins.
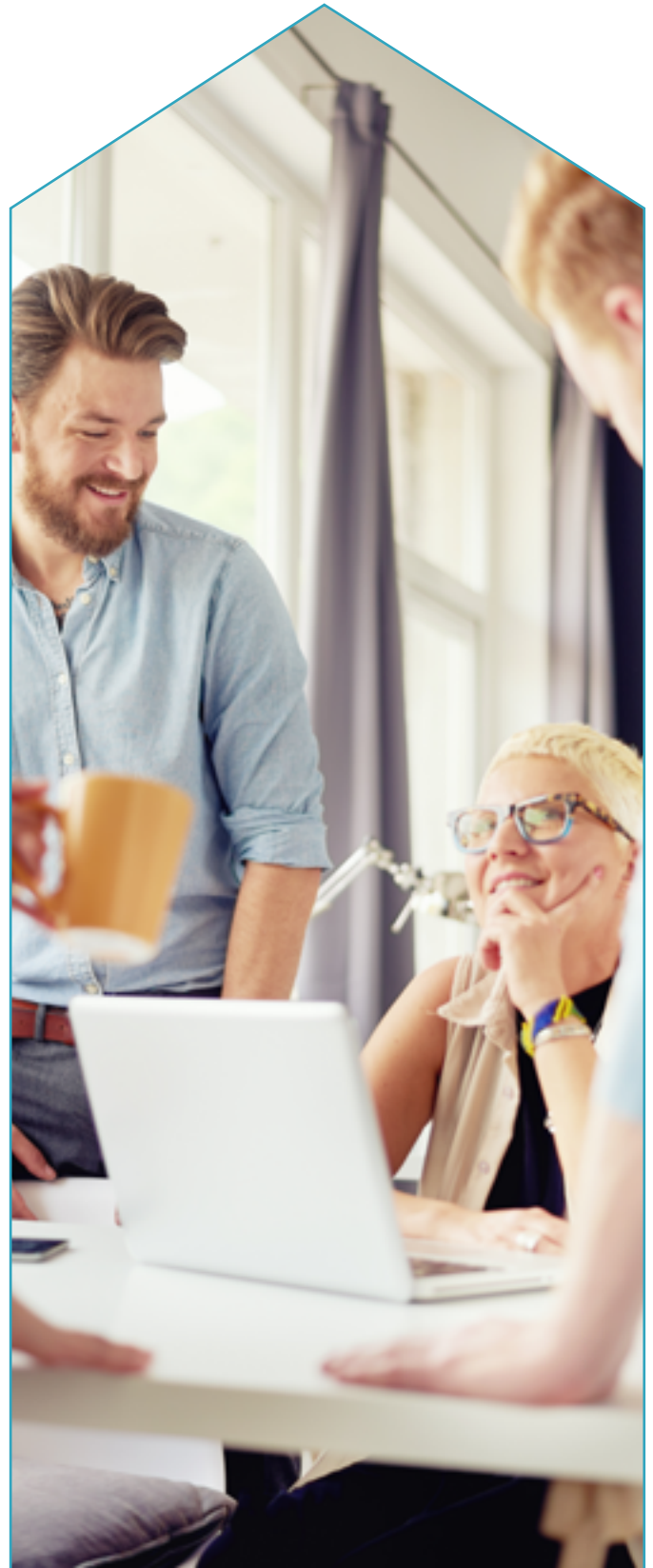
Choose the package
that best suits your needs

Matrix42 IGA is available in three packages, with each option designed to meet different organizations' needs:

IGA Starter

provides essential use cases, reports and more, pre-packaged for quick deployment.

IGA Growth

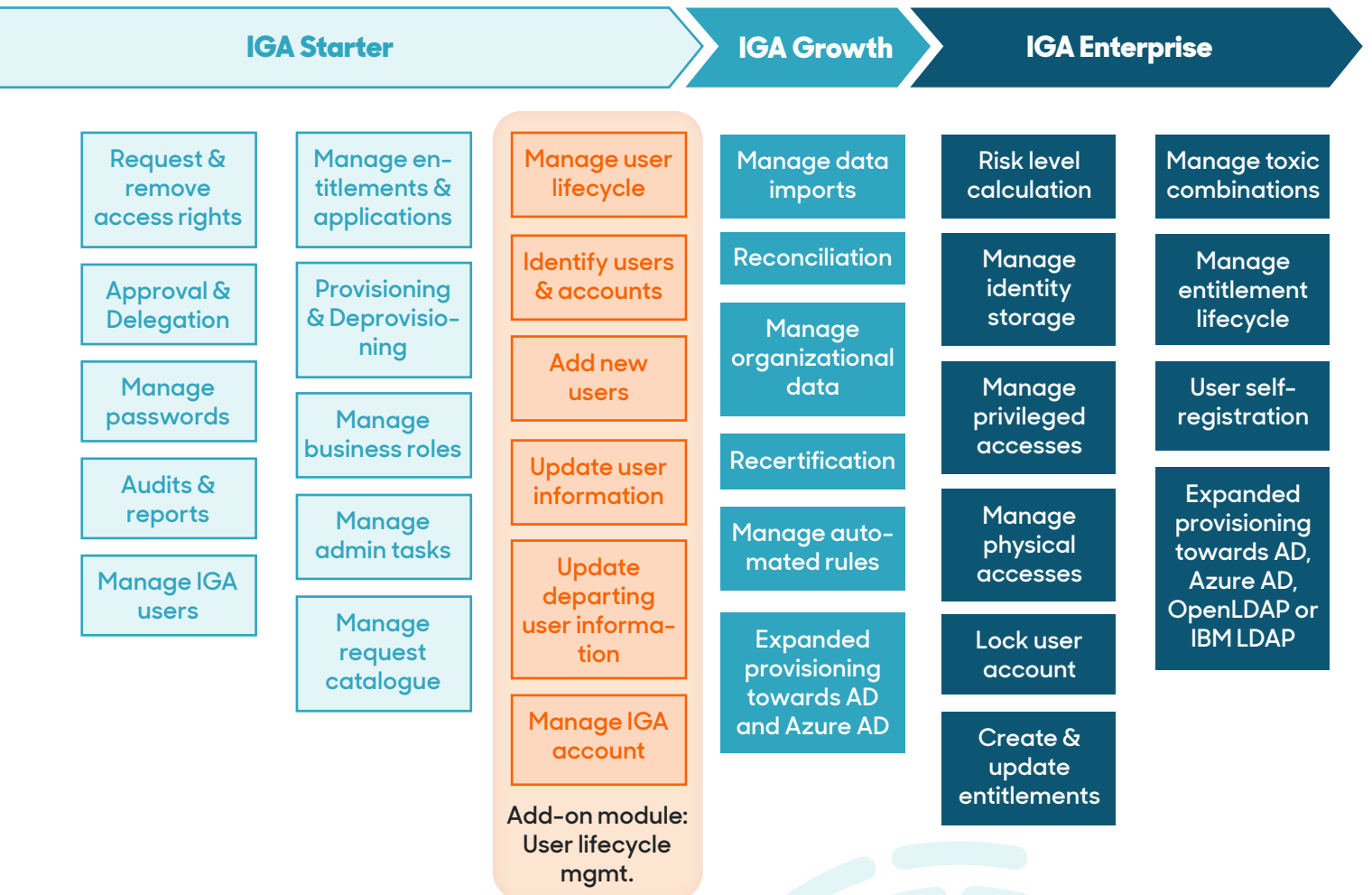**is designed to meet the needs of more demanding organizations (for example, those with more stringent security requirements or a need to automate user lifecycle management processes).**

IGA Enterprise

includes everything that large enterprises need to manage identity and access in line with internal policies and external requirements. Complex configurations and customizations are possible with the IGA Enterprise package.

Matrix42 IGA – Library of ready-made use cases

IGA Starter	IGA Growth	IGA Enterprise

IGA Starter

- Request & remove access rights
- Approval & Delegation
- Manage passwords
- Audits & reports
- Manage IGA users

- Manage entitlements & applications
- Provisioning & Deprovisioning
- Manage business roles
- Manage admin tasks
- Manage request catalogue

Add-on module: User lifecycle mgmt.

- Manage user lifecycle
- Identify users & accounts
- Add new users
- Update user information
- Update departing user information
- Manage IGA account

IGA Growth

- Manage data imports
- Reconciliation
- Manage organizational data
- Recertification
- Manage automated rules
- Expanded provisioning towards AD and Azure AD

IGA Enterprise

- Risk level calculation
- Manage identity storage
- Manage privileged accesses
- Manage physical accesses
- Lock user account
- Create & update entitlements

- Manage toxic combinations
- Manage entitlement lifecycle
- User self-registration
- Expanded provisioning towards AD, Azure AD, OpenLDAP or IBM LDAP

Requirements for implementing Matrix42 IGA

Matrix42 IGA packages can be delivered to all new and existing Matrix42 customers who are running a dedicated or private cloud environment with new Matrix42 Cloud components (Environment from 2021.3 or newer). If you are currently running Matrix42 Cloud components that are older than 2021.3, talk to us about migrating to the newer version.

IGA packages contain ready-made use cases as well as expert support for the implementation including testing and definition workshops, and relevant documentation. We also offer a pre-study service to assess the readiness of your organization to start your journey with Matrix42 IGA and to plan the phases of the rollout.

When am I ready for IGA?

Our team works every day to help companies prepare and accelerate their IAM journeys – whether they're ready to start their IAM projects as soon as possible, or want to take a bit more time before starting.

To assess your own organization's readiness to embark on an IAM project, ask yourself the questions below. Depending on your answers, we can estimate how quickly and easily you can implement the IAM basics and plan a clear IAM roadmap for your company.

▶ Which user groups (e.g., permanent employees, temporary employees, partners, subcontractors, customers, etc.) do you want to manage? Often, the organization's Active Directory has grown organically and in an unstructured way, with no differentiation between internal and external employees. Additionally, blue-collar employees are often not included

▶ Who starts (and where) the onboarding process for different user groups in your ecosystem? For example, if you need an external employee for project management, who decides how to conduct the onboarding process? What is your expectation for how this should work in the future?

▶ Do you already have a list of applications you want to manage in the IAM solution? (If not, we can help you to build the list)

▶ Do you want to build a traditional "everything ready in one IAM project", or would you be ready for a phased approach with well-planned stages, working together and learning from each other?

When you're ready to take the first steps, our team can support youin the following ways:

If your identity owners are unclear, we can help you establish who decides how to manage different identities

If there is a lack of IAM domain knowledge in your organization, we can assist you and assess your readiness

If there are concerns around long and complex projects, we will propose a phased and productized IAM approach, which starts easy and small with quick delivery and early wins

If you're waiting to upgrade or replace an ERP or HR system before starting on your IAM project, this isn't necessary, as Matrix42 can be quickly integrated with the new system once it's deployed

The **European Choice**
in Service Management

Matrix42 helps you Digitalize and Automate Your Work. Our ambition is to be the European Choice in Service Management software for both public and private sector customers.

With our flexible platform, you can manage IT and business processes, assets, end points, and identities for improved productivity, agility, security, and employee experience. We deliver the Cloud Your Way, meaning you choose how to consume our technology: public cloud, private cloud or on-premises, all with a compelling total cost of ownership.

Get in touch!

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