



## Chahir ZRIBI

Head of Internal Control// Generali



**What issues or challenges did you have to solve in terms of access and identity governance before calling on Kleverware? Was there a trigger that convinced you that your company needed to protect itself?**

*Identity and access governance is a key issue within a company and it is a difficult subject to address. At Generali, we have a very heterogeneous IS with many technologies, hundreds of applications and a wide variety of application roles. As early as 2008, we set up permanent control systems with internal controllers positioned at all entities. It was when we started to look at processes and set up control plans that the question of access quickly became a major issue that we were not equipped to deal with. We were in fact faced with major problems of volume, which meant that we could no longer adequately handle applications that manage very fine levels of authorization. We informed our management about this problem, and the latter, sensitive to our alarm call, gave us its full support in the search for a solution.*

**Why did you choose Kleverware?**

*We knew that there were only a few leaders in the market. What quickly made us lean towards Kleverware was the very open and scalable architecture of its solutions. I am an IT specialist by training and have spent the majority of my career within the IT teams, so I am very sensitive to the evolutionary aspect of applications. A lot of solutions have architectures in which, every time you need a new attribute, you need a new version and make new additions to evolve the existing base, and that's very expensive. Kleverware solutions, on the other hand, are based on a completely different architecture, they are very open because they adapt to any type of file. The flexibility of interfacing with the IS and management applications makes them particularly pleasant to use.*

### Did you have any fears before implementing the Kleverware IAG solution?

*Yes, we did. Fears about change. From experience, I knew that we had to go step by step, and above all, get results quickly. The version of Kleverware "Quickstart" [now renamed "Kleverware IAG Analytics", editor's note] was a very good answer to our volumetric problems and allowed us to implement it quickly and at a very low cost. In just a few weeks we were able to process volumes, giving the internal controllers visibility into all the profiles and rights that they hadn't been able to see before. Then we had to go further by setting up a real managerial rights review. This was possible thanks to the acquisition of the Kleverware IAG "Enterprise" version [now renamed "Kleverware IAG Analytics & Workflows", editor's note] for deployment to all managers via a web interface.*

### Are you happy with the application?

*Completely. As I said before, it's the evolutionary aspect of the application that is particularly appreciated. For example, the General Data Protection Regulation (GDPR) has brought new constraints, such as access control for unstructured data. As we did not have, at that time, any mapping of our directories, we acquired software called Varonis, which enabled us to*

*identify sensitive data. With more than 200,000 identity theft cases per year in France, we prioritized the directories that included personal data (IBAN, social security numbers, etc.). Via an API, Kleverware IAG worked with Varonis to transfer this mapping to managers as part of the annual reviews.*

*The connectors developed by the Kleverware teams made it possible to bring managers' decisions to the IS, via a connection to Varonis for unstructured data, directly to the systems by automated processing, or via a connection to our ticketing tool ServiceNow, for other requests. Regarding ServiceNow, we also worked with Kleverware to set up an interface to convey requests for the removal of rights. I really appreciated this collaboration and the speed of execution of the Kleverware teams.*

