


## Robotics & Cognitive Automation (R&CA) Automated Application Access Management Solution (A<sup>3</sup>M)

Given current cost pressures, as well as the increase in the potential to automate Identity and Access Management functions, financial institutions need to consider an alternative to the often expensive manual processing by leveraging an automated provisioning solution.

 **Key Challenges**

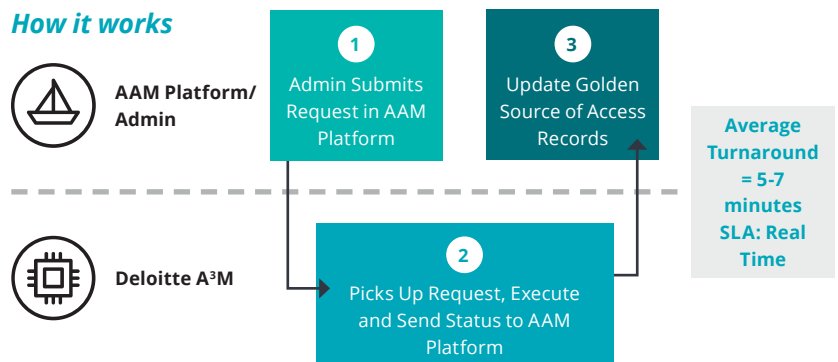
- The typical US bank maintains a portfolio of **600-1,000 apps**, with apps added and decommissioned every year
- **25%-35%** of the apps in a bank's IT portfolio are not compatible with leading application access management (AAM) platforms
- Manual provisioning is usually **performed in-house** or outsourced offshore. One manual provisioner handles access to **3-4** apps on average
- Banks often have to **rapidly scale up and down** the manual provisioning team in order to meet needs, creating cycles of over-hiring and over-firing
- App access **request volume is uneven** and also varies from app to app. This creates a **long tail of low-volume apps** that require the **same amount of training** as high-volume apps

### A<sup>3</sup>M solution overview

Deloitte's A<sup>3</sup>M solution can eliminate highly manual provisioning activities, reducing the total SLA from an average of 3 days to less than 10 minutes, providing significant AAM operational efficiencies. A<sup>3</sup>M integrates with various AAM platforms, is highly available, and utilizes robust Cloud and End-to-End Encryption technologies.

Enterprise credentials vault integration centralizes management of enterprise secrets, and robust encryption of data occurs across all steps of provisioning lifecycle. A<sup>3</sup>M enables streamlined communication between AAM platform and Target Applications, allowing for lower automation complexity than some pure-play RPA solutions.

### How it works





## Key benefits

- **Greater throughput** by operating 24/7
- **Decreased risk** associated with manual processing
- **\$1M+ annual savings** potential for the average bank
- **Increased productivity** by lowering access turnaround time for key systems
- **Centralized process** and enhanced controls, tracking and reporting
- **Reduced workload** allowing for staff to perform higher value tasks

## Characteristic outcomes of process automation



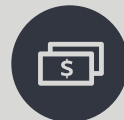
### Transformative Change

Re-engineer core processes while automating the function



### Flexibility

Rapidly scale up or down depending on the nature of the business issue



### Cost Reduction

Average 15%–90% cost reduction opportunity depending upon characteristics of the selected automation functions



### Decouple Profits & Labor

Revenue and profit become less dependent on the ability to scale labor; automation enhances the abilities of current resources

## One Team

Developers work closely with **client, Subject Matter Advisors, business analysts, process experts and Automation technology architects** to help resolve any possible misunderstandings, quickly and efficiently.



**1,500+**  
R&CA Practitioners



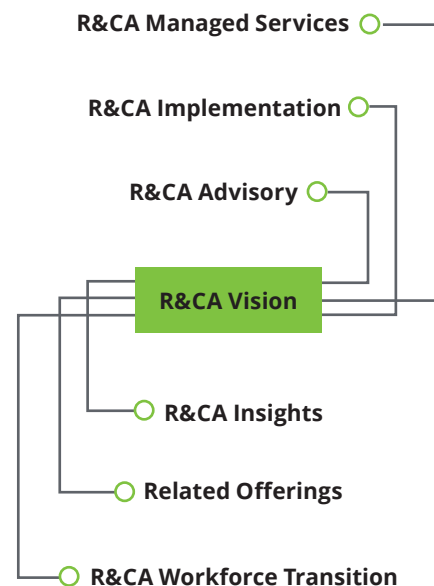
**160+**  
R&CA Projects

## Proven Experience

**Taking Automation from proof of concept to large-scale deployment** can be difficult, and Deloitte has proven experience doing this with various clients.

## Services offered

Deloitte addresses the market through its comprehensive Robotics and Cognitive Automation (R&CA) service offerings, comprising an end to end approach to the delivery of R&CA solutions at scale.



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