



CASE STUDY



HEADQUARTERS: Fargo, ND

ASSETS: \$8B

EMPLOYEES REVIEWED: 1375

How One Bank Tripled Their Application Capacity with Continuous-Built Integrations

Eric Andring, Information Security Officer at Bell Bank, says his financial institution was challenged with a lengthy manual permission review process, and limited potential to expand. “We weren’t able to meet our timelines anymore. It was getting too complex.”

With over 1100 people, 600 job titles, and 14 applications to certify, the Bell Security Team struggled to meet scheduled timelines and expected goals. “We tried to do [reviews] annually. Sometimes, they were taking longer than a year.” Since each application required an individualized analysis, this meant requesting and gathering multiple reports in vastly different formats without consistency in data or timeframes.

Simply requesting each application’s report, sometimes just screenshots, was a hinderance toward the efficiency and effectiveness of their process. Each piece of data was coming from a different source that, once received, needed its own deciphering and translating for supervisors.



“Before Permission Assist, we would get reports from everybody, and we would have to do a lot of manual work, plus facilitate the review with the managers.”

Eric Andring

Information Security Officer at Bell Bank

Knowing their current manual process would become even less sustainable as the bank and application needs continue to grow, Bell’s ISO desired a solution that would not only make the process more accurate and efficient, but also expand with their evolving needs.

By integrating their initial 14 applications with Permission Assist, they were able to complete access audits in a single system which eliminated these frustrating challenges they were experiencing.



"IT knows exactly what to do now and how to produce the report... from that perspective, it's a big win."

Eric Andring
Information Security Officer at Bell Bank

"We don't have the delays or inconsistency in dates that we used to have, so when we do the reviews, everything is consistent from a date perspective." inconsistency in dates that we used to have, so when we do the reviews, everything is consistent from a date perspective," says Eric.

Another big win, now armed with a streamlined process, Bell has been able to triple their application capacity even on top of adding an additional 300 employees. Since Permission Assist is designed to evolve with a bank's permission needs, Bell is embracing the software's capability to build integrations with even the un-friendliest of systems. Screen captures and program code translating are a thing of the past.

Now, they have expanded to performing entitlement audits on over 40 applications, with about 15,000 items to analyze, and shrunk permission reviews to no more than 4 weeks. "The quick review we did this spring was a lot better. As we do these more often, remediation changes should become less and less because we are doing [reviews] more frequently," says Software Support Analyst, Chad Gilbertson.

This efficiency has also elicited positive feedback from leadership. According to Eric, "Management likes it because they can sign off pretty quickly. They can see whether it was remediated and they can see the history. From a manager level, they know that things get done." When asked whether Bell would recommend Permission Assist to other banks they say, "It's definitely worth doing."

Bell Bank is reviewing...



29%

more
applications



92%

faster
processes