



How KPMG enabled a major Canadian insurance company transform their Identity Access Management program



Client Challenge

A major Insurance company, headquartered in Canada, was looking to add greater value across their organization by enabling their identity and access program. They had best in class software tools, but knew they needed to upskill their team and simplify their process, to gain better return from those investments and to meet their regulatory obligations. They had tried to explore solutions with their internal teams, and contractors, but the shortcomings were becoming increasingly evident, prompting the insurer to seek external assistance, signaling a critical need for a comprehensive transformation of their identity program at speed.

Solution

When the client reached out to KPMG's Cybersecurity Services team, we assembled a dedicated team of specialists in multiple disciplines, because we recognize that identity management is deeply interconnected with a wide range of technology platforms and services. Our team quickly earned the client's trust by demonstrating deep expertise over a series of workshops, offering insights grounded in past experiences, and showing a clear commitment to understanding and addressing their unique challenges.

The scope of work for this year-long project included a substantial focus on automating the onboarding process for critical applications and knowledge transfer to their team. This effort not only streamlined operations but also provided quick wins that showcased progress to regulators, thereby helping to rebuild the insurers trust in their identity program

Impact

As a result of collaborating with KPMG, the client underwent a significant transformation of their identity program. Rapid automation of critical processes delivered immediate results, strengthening compliance and minimizing the risk of regulatory penalties. Beyond resolving immediate challenges, this engagement laid the groundwork for a more resilient, forward looking identity strategy. Leveraging our expertise and commitment, we helped the client regain confidence in their identity management capabilities, ensuring they are well-equipped to navigate both current demands and future complexities.

By drawing parallels between different organizations facing similar challenges, we continue to demonstrate KPMG's ability to deliver tailored solutions that enable our clients to thrive in complex environments.

To learn more about KPMG's Identity Access Management, and how we can help your organization, click here: [Identity and access management \(IAM\) as a service - KPMG Canada](#)

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