

# Symmetry™ CONNECT Automates Quarterly Security Audits

## and Boosts Response Rates for a Large Regional Banking Institution

As any banking security director will tell you, there's much more to banking security than protecting money. There's protecting data, protecting staff, protecting lives, protecting resources, and closer to home, protecting productivity.

In large banking systems, as in the case of this regional bank with thousands of identities and locations to provision, maintain, monitor, and manage, keeping up can become a real strain on security professionals.

This particular bank has been happy with Symmetry Access Control for some years now. But it's when they added Symmetry CONNECT Identity Management to their portfolio that they saw huge returns in efficiency and ease of use.

Symmetry CONNECT's centralized database coordinates between HR, IT, and Security departments. One unified dashboard vastly simplifies adding personnel, changing access privileges, and other updates — while Symmetry's audit trail functions track every step.

By automating once-manual processes like provisioning and deprovisioning, access-change requests, audits, and compliance, Symmetry CONNECT Identity Management optimizes internal operations. Mitigating risk, ensuring compliance, and reducing costs: **Symmetry CONNECT can help make it all almost automatic.**



### Challenges

- An aging branch/facility access control and identity management system
- An access validation process that required the security team to manually maintain spreadsheets of as many as 40,000 lines, and email them to more than 115 facility managers quarterly for review. Validation took nearly 45 days per cycle, and was a major drain on staff time and resources, often requiring a team member to work on it exclusively. Timely review and decisioning from facility managers was also a challenge
- Processing nearly 2,000 provisioning requests per month
- Maintaining compliance with federal, state, and industry regulations
- Managing visitors and guests with the utmost security



### Solutions

- Symmetry™ CONNECT Identity Management
- Symmetry™ GUEST Visitor Management
- Symmetry™ Access Control
- Symmetry™ Door Controllers

## From 45 Days and a 40,000-Row Spreadsheet to Instant Decisioning

The bank's Security Operations Manager says the Symmetry CONNECT difference has been especially dramatic in terms of its audits and reporting.

"We have a quarterly access review process, which is where we assemble reports of who has access to second-level doors; areas or other restricted areas; data centers ... the kinds of things our 'door owners' or their second approvers would have to review name by name and say 'yes, they should retain access' and or 'no, they should be removed.'

"Before CONNECT, this was a spreadsheet with about 40,000 rows that we had to send out to about 120 door owners every 30 days. And all we had on this spreadsheet were a person's name, maybe their department, and which doors they had access to.

©2026 AMAG Technology

"From there, the door owner or second approver had to review the data, make their decisions and send the information back to my team. Then my team would have to go and change access. After that, we had to go through a big validation process. So by the time we'd get through this? Our 30-day cycle took nearly 45 days.

"Since Symmetry CONNECT, it's all automatic. The system sends emails with all the badge detail the old method didn't provide. It makes provisioning easy for the door owners, and even sends prompts and reminders. The validation process is now unnecessary since CONNECT is integrated with our HR database. And changing access is instantaneous. And it's all traceable."

When it's time for the quarterly report, he says, "We set the system to send the report on a quarterly basis, and CONNECT takes care of it. All we have to do is polish up the PowerPoint."

## Intuitive for Users — Even Maintenance is Practically Automatic

The reporting component is only one aspect of his department's many activities, operations, and compliance requirements. Symmetry CONNECT is SOC 2 accredited, which directly contributes to the bank's operational security, risk mitigation, and reputation.



## Results

- Symmetry™ CONNECT's API integration with ServiceNow completely automates provisioning and ongoing facility badge management — from audits and reporting to emailing and updating the database
- The audit/validation cycle is reduced to 2 days from 45 days, dramatically freeing up the security team for other tasks
- Audit process training for facility managers is simple, and users find it much easier
- More than 2,000 provisioning requests per month are now almost completely automatic. All the team has to do is print a few badges
- Audits, reporting — and work, and life — are much easier for the security lead and his team

**"A reporting process that used to take nearly 45 days is now done in hours."**

Security Operations/Senior  
Technical Security Manager

They've also used CONNECT to automate provisioning. Where his team once processed about 2,000 requests per month, they're now "pretty much automatic ... All we do is print a few badges."

He also notes that CONNECT is very easy to train people on. "The system is really kind of intuitive. You log in, you click this button, then click the next button, and you're on your way. And we're getting a lot of great feedback with it because of how easy and pain-free it is."

He also mentions that he likes the fact AMAG Technology and Symmetry are hosted. It means updates, patches, and any fixes are pushed to him instead of him having to make a project out of getting an update. "Once you guys take it through your development and testing, we get it instantly. I don't have to wait six months or go through a whole project to get that upgrade or that fix."

All in all, AMAG Technology's Symmetry CONNECT Identity Management system has made a huge difference in his operations, his team's efficiency, and his institution's users. At the end of the day, it's about accuracy, efficiency, and accountability: all the things we all want to see in our banks.

## Key Integrations

- Symmetry™ CONNECT/  
ServiceNow API

**"The CONNECT piece has really streamlined our automation ... not just from a provisioning perspective, but also on the quarterly audit side. The audit feature has saved a lot of work."**

Security Operations/Senior  
Technical Security Manager



1-800-889-9138

sales@amag.com

www.amag.com