

Customer Identities, Third-Party, and Workforce: A Side-by-Side View

The Third-Party Threat

The growing ecosystem of contractors, partners, and third-party users drives new security concerns and a need for access modernization.

37%

projected growth in third-party identities over 12 months

58%

view third-party access as a critical/high risk

89%

plan to modernize third-party access

The Outside-In Identity Risk

There has been an explosion in the types of identities BFSI organizations need to manage. Behind the firewall, it's no longer just full-time employees.

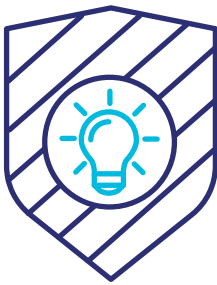
Now, it's contractors, partners, suppliers, and customers.

Customer identities are up by

73.7%

Third-party identities are up by

37%



Security or Speed? Choose Both

Organizations want to move fast, onboard partners quickly, and deliver seamless customer experiences, but they're also keenly aware of the risks involved.

Managing different identity types means navigating very different risk and reward profiles.

Workforce IAM

Strategic driver:

Operational efficiency, digital transformation

80% say it's a strategic asset

Risks:

Fragmented access, productivity loss

93% acknowledge the need to modernize

Third-Party Identities

Top concern: Access risk



58%

see it as a critical/high risk (rising to 89% with moderate risk)



89%

plan to modernize for agility and collaboration

Customer (CIAM)

Seen as a revenue driver:

42%

view CIAM as a profit center

42%

expect better acquisition, 84% better retention

However, 70% report CIAM complexity as their primary challenge

98%

cite inefficiencies from manual processes

87%

are actively investing in CIAM modernization

Why Identity Can't Wait

90% of BFSI organizations recognize Identity as critical to high-priority security initiatives. But it is much more than that.

Workforce IAM

Third-Party Identity

Customer Identity (CIAM)

DRIVERS



Operational efficiency
Employee productivity
Digital transformation



Agility
Collaboration
Risk mitigation



Customer experience
Automation
Revenue growth

Get the full breakdown of how BFSI organizations are evolving their identity strategies to meet rising complexity and security demands.

Download the BFSI Identity Insights Survey Report