

Hybrid Teller Integration Framework

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Problem Statement

Organizations that depend on legacy or proprietary systems like Integrated Teller encounter substantial integration hurdles when implementing modern Identity Governance and Administration (IGA) solutions such as Saviynt. Integrated Teller does not support standard integration protocols like REST or SCIM APIs, which are commonly used by contemporary identity platforms. Instead, it relies solely on flat text file exports that are incompatible with Saviynt's required data formats. This misalignment hinders seamless identity ingestion and disrupts critical governance processes — including access reviews, role mapping, and lifecycle automation — ultimately leading to gaps in visibility and compliance.

Solution Exchange

To address the integration challenges, a custom Integrated Teller Hybrid Connector has been developed within the Saviynt ecosystem. This solution facilitates the parsing, transformation, and ingestion of exported text files into formats compatible with Saviynt. By automating these steps, the connector ensures accurate and normalized data onboarding. Provisioning activities are managed through ITSM platforms like ServiceNow, using ticket-based workflows to support manual provisioning while maintaining full governance over user access. This hybrid model effectively overcomes key obstacles, including the absence of API support, non-standard data formats, and process inefficiencies.

Customer Value

The Integrated Teller Hybrid Connector serves as a strategic link between legacy systems and modern identity governance frameworks, enabling organizations to onboard and manage identities from platforms that lack support for contemporary integration standards. It provides comprehensive visibility, governance, and compliance for applications that were previously isolated or handled through manual processes.

Customer validation

This connector was successfully deployed at a regional financial institution utilizing Integrated Teller for core banking operations. The organization had been experiencing delays, errors from manual file handling, and limited visibility into user access. With the implementation of the hybrid connector, user data exported from Integrated Teller is now automatically parsed and imported into Saviynt on a scheduled basis. The institution can now conduct periodic access reviews and certifications within Saviynt and generate ITSM tickets for provisioning tasks. As a result, they achieved a 40% improvement in access certification accuracy and significantly reduced audit-related gaps.

Business Value:

- Addresses the lack of REST/SCIM APIs by utilizing custom transformation logic to process flat text files effectively.
- Delivers consistent data formatting, cleansing, and mapping into Saviynt, minimizing errors and enhancing audit preparedness.
- Maintains full access governance through Saviynt's policies, attestations, and workflows, even with manual provisioning via ITSM.
- Automates the ingestion and transformation of user data, eliminating the need for daily manual file handling and uploads.

Benefits:

- Enables file-based data ingestion from legacy systems that do not support modern integration protocols.
- Converts raw text files into structured formats (e.g., CSV, JSON) compatible with Saviynt using custom transformation logic.
- Facilitates identity governance without relying on native APIs.

Solution Benefits

The Integrated Teller Hybrid connector delivers a transformative shift from manual data load to automated data import for rapid onboarding. It serves as a foundational component in achieving continuous compliance and role-based access management.

Yes, a solution mapping diagram is available that outlines:

- File export from Integrated Teller

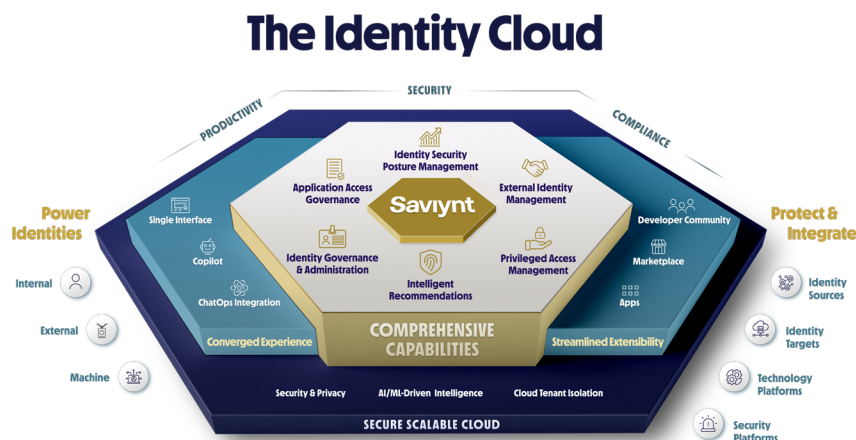
- Parsing & transformation module
- Saviynt identity import job flow
- Triggering of ITSM workflows for provisioning

This mapping helps visualize data flow, transformation layers, and system interactions from source to IGA to provisioning.

Benefits:

- Automates scheduled parsing and ingestion, reducing the need for manual input.
- Delivers clean, consistently formatted, and properly mapped data for seamless integration into Saviynt workflows.
- Cuts down processing time and minimizes the risk of human error.
- Integrates with ITSM platforms to generate provisioning tickets directly from Saviynt.
- Maintains full visibility and control over provisioning through tracked approvals and workflows.
- Provides complete audit trails and accountability for access changes, even with manual provisioning processes.

The Identity Cloud combines core identity security capabilities in a single platform that enhances security while reducing costs and management headaches.



ABOUT PARTNER

Inspira Enterprise is a global Cybersecurity Risk Management & Digital Transformation service provider across the Americas, Asia Pacific, Middle East, India and Africa regions. Inspira offers end-to-end cybersecurity services spanning advisory, transformation and operations powered by its proprietary iSMART2 (Intelligent | Simplified | Measurable | Adaptive | Risk Based | Threat Centric | Tailored) framework to mitigate cyber threats and risks. Connect with Inspira to build a flexible framework for IT orchestration and strengthen core business security with best-in-class cybersecurity solutions. Read more: www.inspiraenterprise.com.

ABOUT SAVIYNT

Saviynt is the leading identity governance platform built for the cloud. It helps enterprise customers accelerate modern cloud initiatives and solve the toughest security and compliance challenges in record time. The Saviynt Enterprise Identity Cloud converges IGA, granular application access, cloud security, and privileged access into the industry's only enterprise-grade SaaS solution.

Next Steps

- View the extensive library of integrations at <https://saviynt.com/integrations> to see detailed information and implementation guides designed to help you get the most from the Enterprise Identity Cloud.

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