

Top 8 Identity and Access Management Challenges with Your SaaS Apps



We all know that the cloud is here to stay. Organizations are choosing SaaS apps at a greater scale than ever before, but this means IT teams are facing a new mix of challenges. We took a closer look at the most common pain points; these are the eight themes we found.

1 CHALLENGE
User Password Fatigue

With so many apps in use, the web of policies, passwords, and credentials can quickly become unmanageable.

\$70 is how much each password reset costs a company.¹

SOLUTION
Single Sign-On

With Okta's SSO, employees only need to sign in once to access all the apps they need:

50% faster logins ² **50%** reduction in helpdesk calls ³

2 CHALLENGE
Manual Provisioning

Manual provisioning is burdensome, risky, and time-consuming.

81% of people feel that provisioning applications is a hassle.

On average, it takes **2 full days**⁴ to manually deprovision an employee.

SOLUTION
Automated Provisioning and Deprovisioning

IAM automates the provisioning of new apps as an extension of an existing onboarding process — meaning everyone gets to work quicker.

30 mins saved per app request and configuring groups and entitlements ⁵ **\$811,267** average annual savings in provisioning-related requests ⁶

3 CHALLENGE
Compliance Visibility

Compliance is expensive, complex, and demands full visibility into which users have access to what information.

\$20k+ SOC 2 Type 1 audit cost **\$50k+** HIPAA audit cost

SOLUTION
Okta Provides the Visibility You Need

Companies using Okta saved:

20% per user in preparing for audits such as GDPR, NIST, HIPAA and PCI.

4 CHALLENGE
Siloed User Directories

Enterprises shouldn't throw away their investments in their AD/LDAP framework just because cloud apps have different access management requirements.

SOLUTION
Consolidate Fragmented IPs

A best-of-breed IAM solution will provide centralized, out-of-the-box integration into your central Active Directory or LDAP directory.

5x faster integration with Universal Directory ⁷

5 CHALLENGE
Multiple Browsers and Devices

Cloud apps allow teams to work on multiple devices and operating systems — but this can cause headaches for IT teams.

The average person now uses **3-4 devices**⁸

SOLUTION
IAM Offers Freedom

A cloud-based IAM solution provides **easy, browser-based single sign-on to all apps**, and enables access to those same services from the user's chosen device.

6 CHALLENGE
Outdated Apps

Staying on top of constant changes, updates, and new vendors is challenging in today's SaaS landscape.

64% of customers have more than four custom integrations.

SOLUTION
Okta Integration Network

Allows teams to integrate over **5,000** apps with SSO and user management capabilities within minutes, including Office 365, G Suite, Box, Salesforce, and AWS.

7 CHALLENGE
Different Administration Models for Different Apps

SaaS decentralizes administrative functions, freeing IT but creating problems when there's no central place to manage users and apps.

91% of executives say their skilled employees spend too much time on admin tasks.⁹

SOLUTION
Layered, Centralized Access

Tiered permissions grant IT an advisory role to ensure security standards, but allow each department to efficiently deploy the suite of SaaS tools it needs.

8 CHALLENGE
App Usage and Spend

No team has an unlimited software budget, so companies need to know the cost of their subscriptions, along with their utilization.

\$547 Billion will be spent on IT as a service in 2018.¹⁰

SOLUTION
Okta is a Cost-Effective Way to Analyze App Usage and Optimize IT Costs

The average organization realized **\$1,612,983** in savings with Okta.¹¹

Want to learn more about how an identity solution can solve some of these enterprise challenges?

Dive deeper with our **Top 8 Identity and Access Management Challenges with Your SaaS Applications** Whitepaper.



Sources

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