01 / 05 IDENTITY & ACCESS MANAGEMENT FINANCIAL SERVICES

IAM Overhaul for a Growing Fintech Platform

A Toronto-based fintech company with 180 employees was failing a SOC 2 Type II audit due to fragmented identity infrastructure — multiple disconnected systems, no centralised SSO, and no automated provisioning or deprovisioning. Algebrix designed and delivered a complete IAM overhaul in 10 weeks.

CLIENT PROFILE	ENGAGEMENT VALUE	DURATION	DECISION MAKER
Fintech · 180 employees · Toronto	**USD $38,000**	**10 weeks**	**CISO & VP Engineering**

THE PROBLEM

The company used seven separate applications — Salesforce, Jira, AWS, Slack, GitHub, Zendesk, and an internal admin portal — each with independently managed user credentials. Onboarding a new employee took 3–4 days and required manual setup across every system. When an employee left the company, accounts were often left active for weeks. The SOC 2 auditor flagged identity management as a critical deficiency and gave the company 90 days to remediate before the audit could be completed. Without the SOC 2 certification, the company risked losing two enterprise contracts that required it.

OUR APPROACH

1 **Identity audit & gap assessment**
Mapped all existing user accounts across all seven systems, identified orphaned accounts, privileged access risks, and gaps against SOC 2 CC6 controls. Delivered a prioritised remediation plan within 5 business days.

2 **SSO implementation with Okta**
Designed and deployed Okta as the centralised identity provider, integrating all seven applications with SAML and OIDC. Configured adaptive MFA policies based on risk score, device trust, and location.

3 **Automated provisioning & deprovisioning**
Built SCIM-based lifecycle management workflows connecting Okta to the HR system (BambooHR). New employee onboarding reduced to a single HR action triggering automatic account creation across all systems. Offboarding triggers immediate access revocation.

4 **Audit evidence & documentation**
Produced complete audit-ready documentation of identity controls, access review processes, and privileged access management procedures aligned to SOC 2 CC6.1–CC6.8 requirements.

OUTCOMES

90 min
New employee fully provisioned across all systems (down from 3–4 days)

100%
Automated deprovisioning — zero orphaned accounts on employee exit

SOC 2
Type II certification completed within the 90-day remediation window

TECHNOLOGIES USED

Okta · SAML 2.0 · OIDC · SCIM · BambooHR · AWS IAM · MFA / Adaptive Authentication · SOC 2 CC6 Controls

> *"We had 90 days to fix an identity problem that had been building for three years. Algebrix came in, assessed everything quickly, and delivered a solution that not only passed the audit but genuinely improved how we manage access day to day. It was exactly the kind of senior, focused engagement we needed."*

— CISO, Fintech company · Toronto, Canada (Illustrative)

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All case studies above are illustrative engagement examples. Client names and identifying details are not disclosed.