

Rabobank builds a scalable identity foundation with One Identity

Simplifying identity governance and security across a complex global banking environment

Rabobank

Country: **Netherlands**

Employees: **48,000**

Industry: **Banking / Financial Services**

Website: www.rabobank.com

Challenges

As a global cooperative bank operating across 34 countries with 2.4 million members in the Netherlands, Rabobank manages a highly complex identity environment. The organization supports thousands of applications, multiple technology platforms and a growing number of human and non-human identities – including agentic AI – all while meeting strict security and regulatory requirements.

Rabobank had previously relied on custom-built identity governance solutions in parts of the organization. The bank needed a more scalable approach that could simplify access management, improve visibility and help teams operate more efficiently across the organization.

Solutions

To create a unified identity governance foundation and support its broader identity fabric strategy,

Benefits

- **Automated** access provisioning
- **Reduced IAM complexity** with standardized identity services
- **Simplified compliance** through improved visibility/reporting
- **Created a flexible foundation** for future identity initiatives

Products Featured

- Identity Manager by One Identity

Solutions Featured

- Identity governance and administration

Rabobank turned to Identity Manager by One Identity. With business roles, automated workflows and self-service capabilities, Rabobank simplified how employees request and receive access. Rather than managing individual permissions one by one, users now request access through business-friendly roles, with the right approvals built directly into the process.

Identity Manager also provides Rabobank with clearer visibility into access, stronger controls and easier reporting to support ongoing compliance efforts.

Customer Story

As a global financial institution operating across 34 countries, Rabobank manages a complex technology environment with thousands of applications, diverse platforms and strict regulatory requirements.

For Jos Groenewegen, Business Architect at Rabobank, the challenge wasn't simply selecting an identity solution – it was creating a more scalable approach to identity across the organization.

“Organizations don't care about the technology underneath,” said Groenewegen. “They care about compliance, security, meeting regulations and enabling people to do their jobs.”

Groenewegen and the identity and access management (IAM) team focused on simplifying how identity services were delivered across the bank. By creating a more connected identity fabric, Rabobank could standardize processes, reduce complexity and make identity easier for teams across the organization to consume.

Simplifying access management with automation

As Senior Product Owner of IGA at Rabobank, Danny van Onna helps lead the bank's identity governance strategy and oversees how access is managed across the organization.

Before adopting Identity Manager by One Identity, Rabobank's Dutch organization relied on a custom-built identity governance and administration (IGA) solution. After a merger, the bank selected Identity Manager as the foundation for a unified identity governance approach.

With Identity Manager, Rabobank introduced business roles, automated workflows and self-service capabilities to simplify access requests. Instead of relying on highly granular individual permissions, employees can request access through business-friendly roles with approvals built into the process.

“[With Identity Manager], the first day on the job, you get a cup of coffee, shake hands and all your permissions are there.”

Danny van Onna, Senior Product Owner of IGA, Rabobank

Today, Rabobank manages thousands of applications and tens of thousands of human and non-human identities – from standard NHIs (NPAs, workloads, application registrations) to its first agentic AI use cases – with a more efficient and scalable approach to access management.

Improving visibility and strengthening compliance

For a bank, proving control over access is critical. Rabobank needed better visibility into who has access to what, while making it easier to demonstrate compliance. Van Onna highlighted that Identity Manager helps the team establish controls while providing the insights needed to support auditors, security teams and business stakeholders.

“The thing that makes my life easier using Identity Manager is the way we can set up controls, but also the insights,” said van Onna.

With a standardized identity foundation in place, Rabobank is better positioned to improve resilience, adapt to changing requirements and continue modernizing its IAM strategy.

About One Identity

One Identity delivers trusted identity security for enterprises worldwide to protect and simplify access to digital identities. With flexible subscription and deployment options – from self-managed to fully managed – our solutions integrate seamlessly into your identity fabric to strengthen your identity perimeter, protect against breaches and ensure governance and compliance. One Identity is a trusted leader in identity governance and administration (IGA), privileged access management (PAM), and access management (AM) for security without compromise. For more information, visit www.oneidentity.com.