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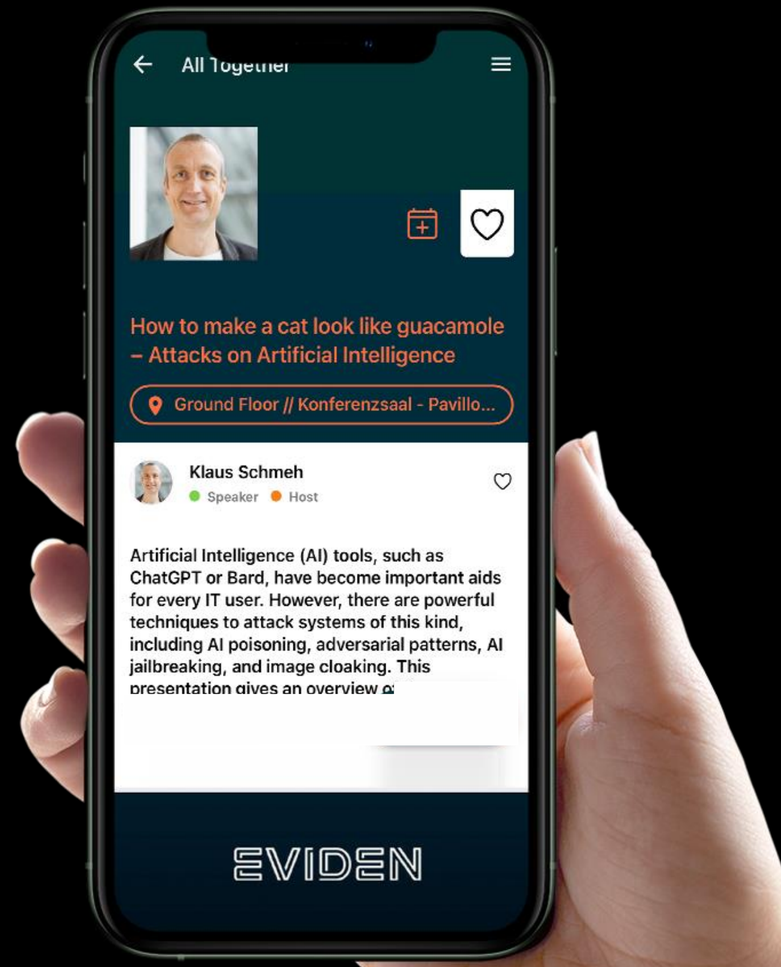
2025 10–11 SEP

CYBERSECURITY LEADERSHIP FORUM

Securing Identity for our Digital Future

MINDSHARE AGENDA

GET APP



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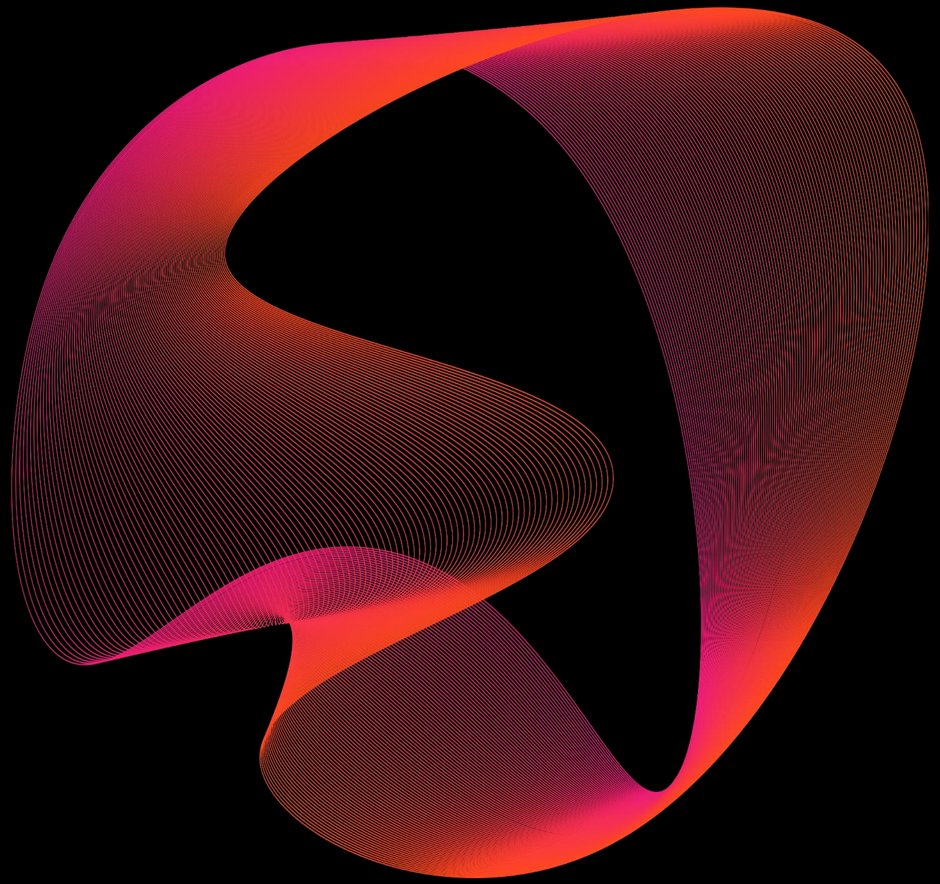
David Leporini, Eviden Director of Identity & Access Management Cybersecurity Products

GenAI as your NextGen Customer Success Manager

The IAM Case

Company Introduction

Evidian, Eviden Cybersecurity Products



900+ Clients

5M+ Users

R&D in Europe

Presence and deployments in Europe, Japan, North America, MEA

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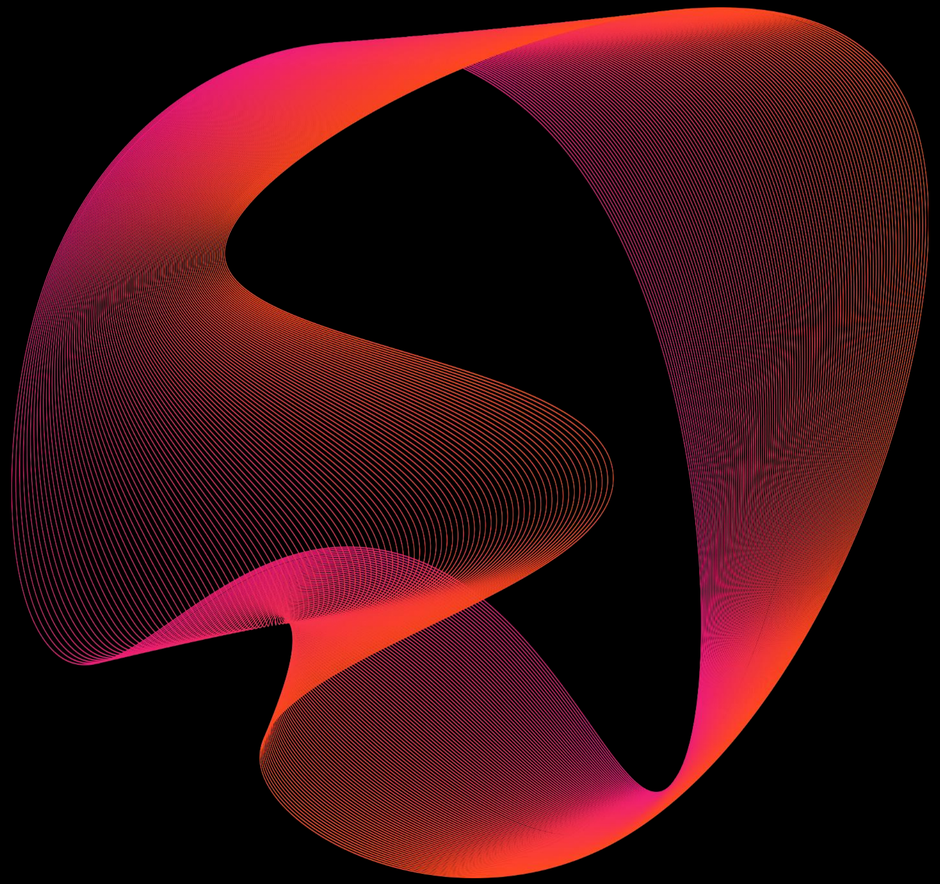
Customer Success Manager?

The customer's "best friend" after a sale



- Ensuring clients are happy with the product
- Helping clients achieve their goals
- Main point of contact after purchase
- Core function of helping customers

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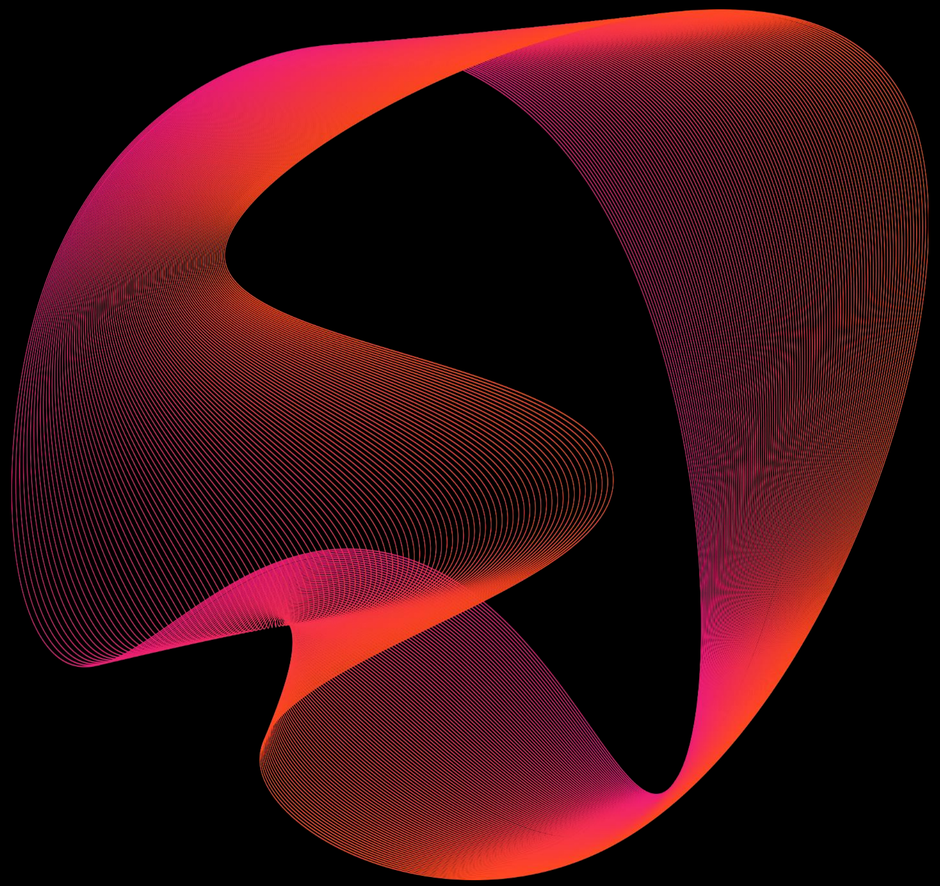
Customer Success Manager

Principal missions



Onboarding & Support

Welcome and train new customers

Relationship Building

Maintain regular contact and listen to needs

Ensuring Customer Success

Help customers achieve their goals

Providing Feedback & Improvements

Gather and share feedback for improvement

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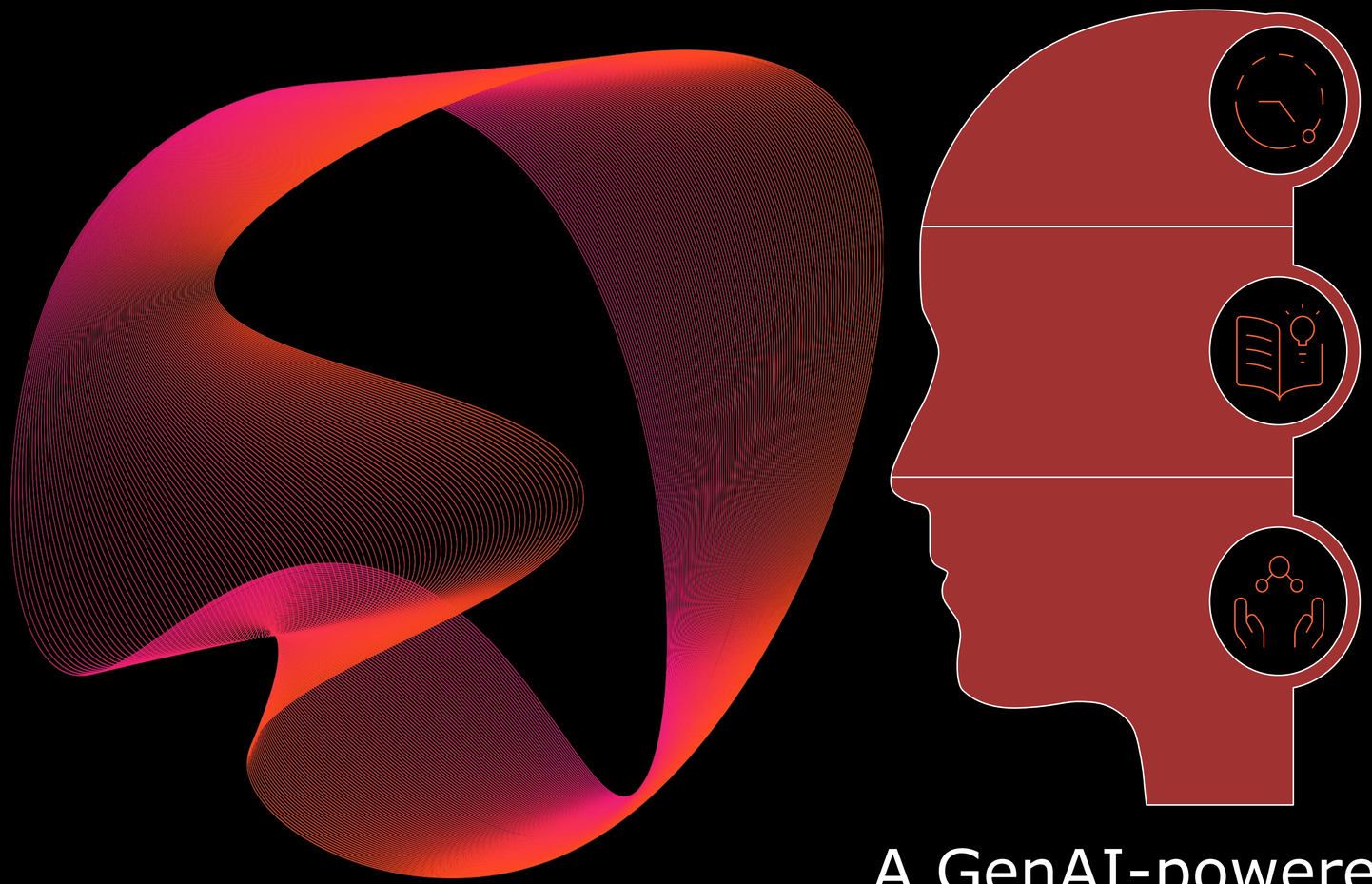
What If Your IAM Had a CSM?

From Backend Automation to Frontline Enablement



Always On

Ensures continuous availability and support

Always Learning

Continuously improves through data analysis

Always Helping

Provides consistent assistance and guidance

A GenAI-powered CSM embedded in IAM

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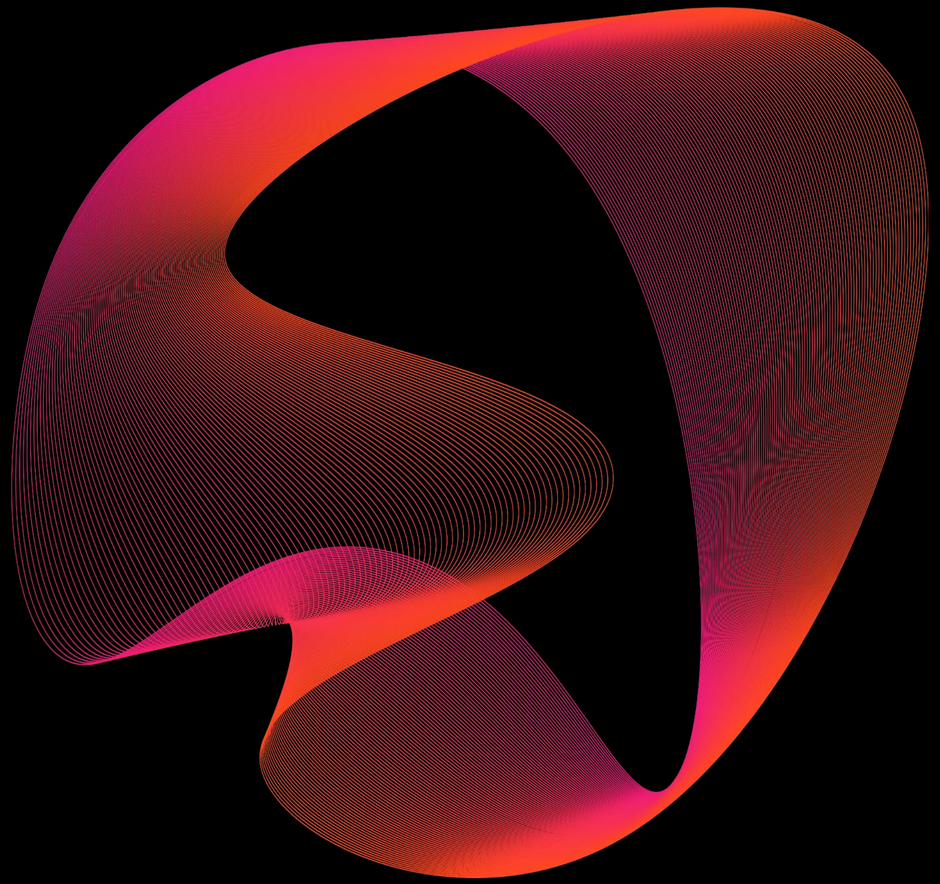
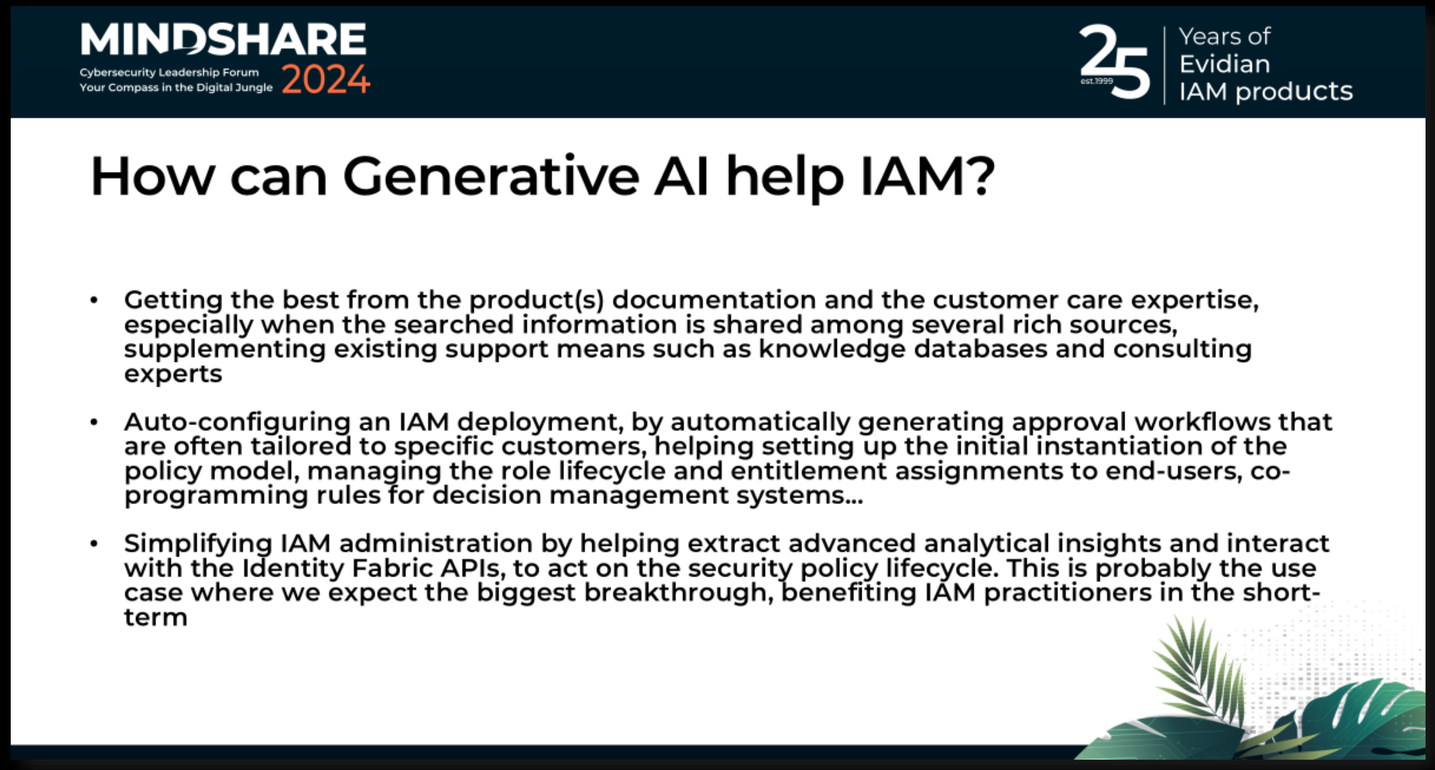
AI as your IAM CSM

Remember Mindshare 2024?





Ensuring Customer Success

AI as your IAM CSM

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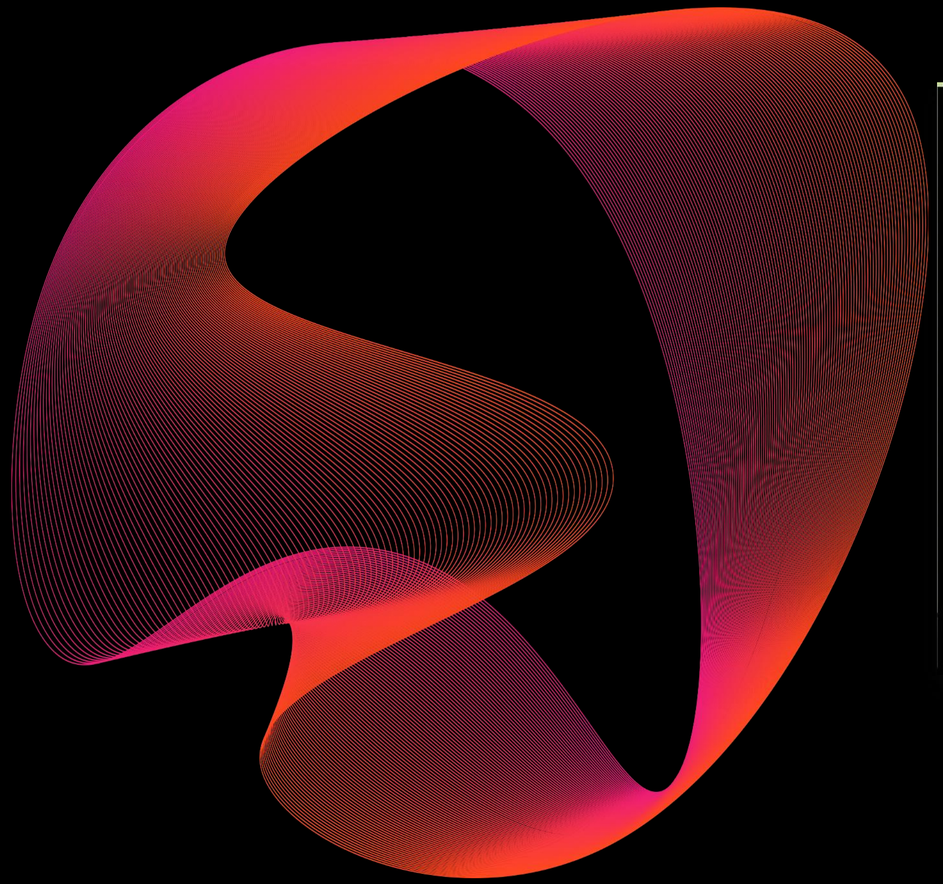
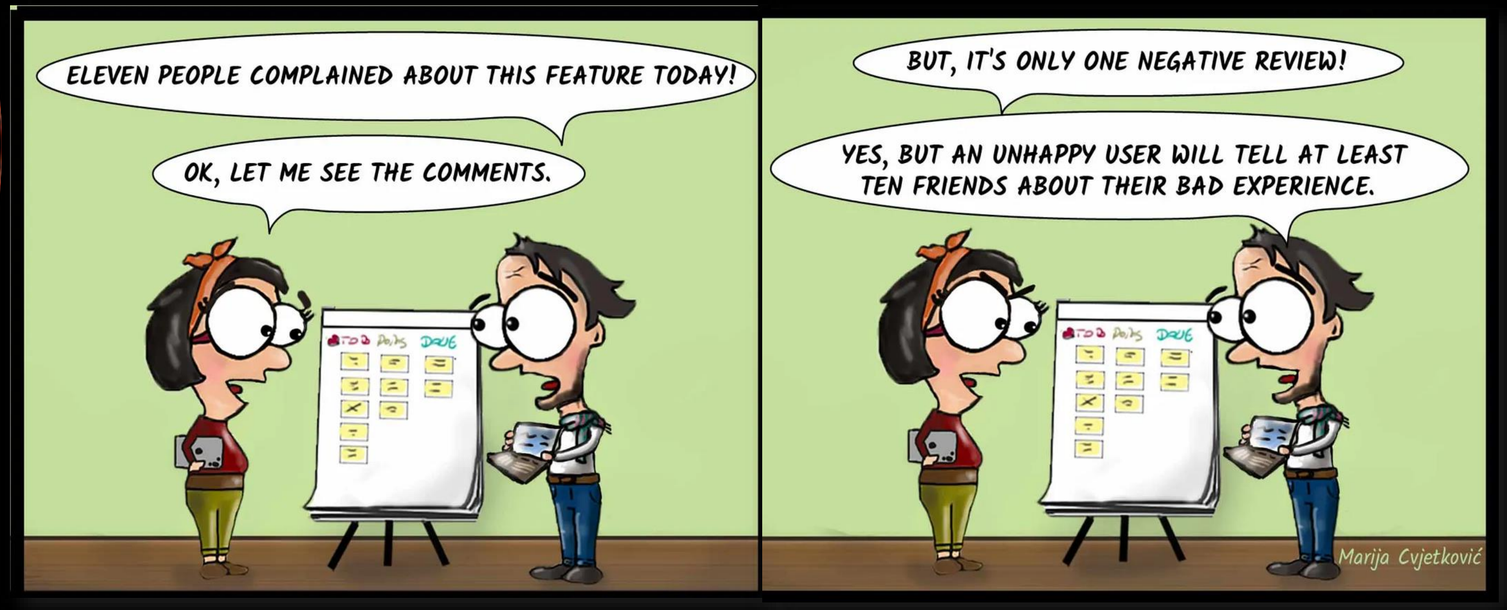
Providing Feedback & Improvements

AI as your IAM CSM





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Gen AI User Management

Excessive roles

Providing Feedback & Improvements

AI as your IAM CSM

Providing Feedback & Improvements

AI as your IAM CSM

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Gen AI

Usage Dashboard for Product Teams

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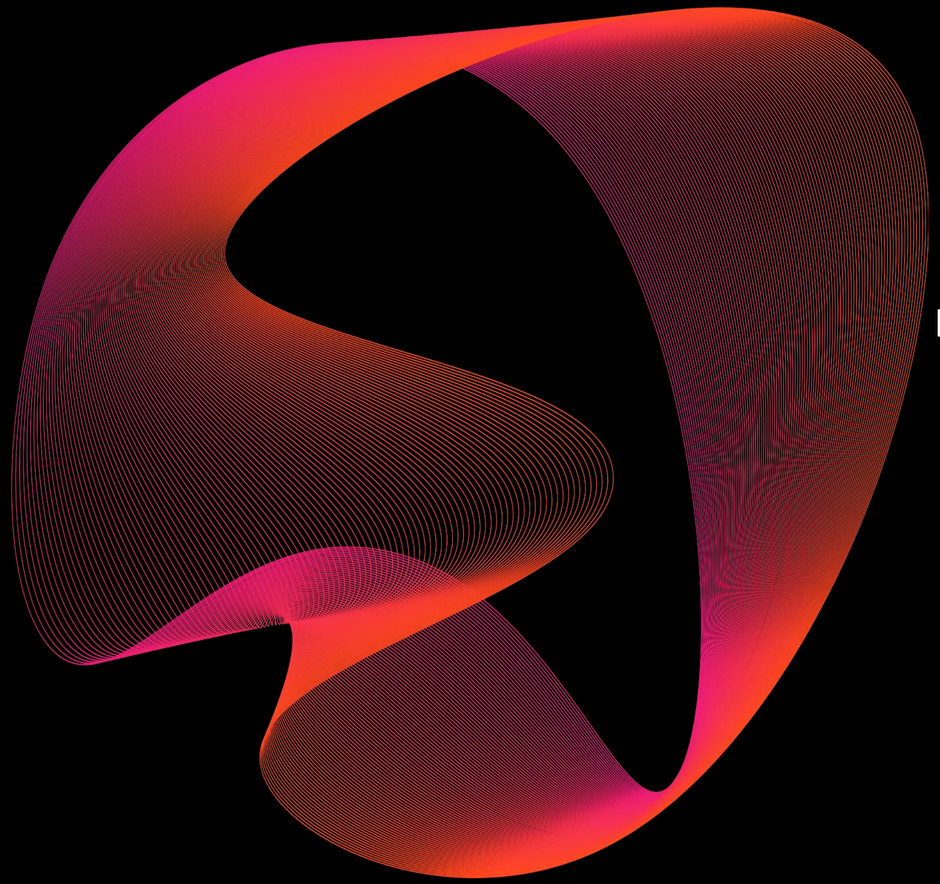
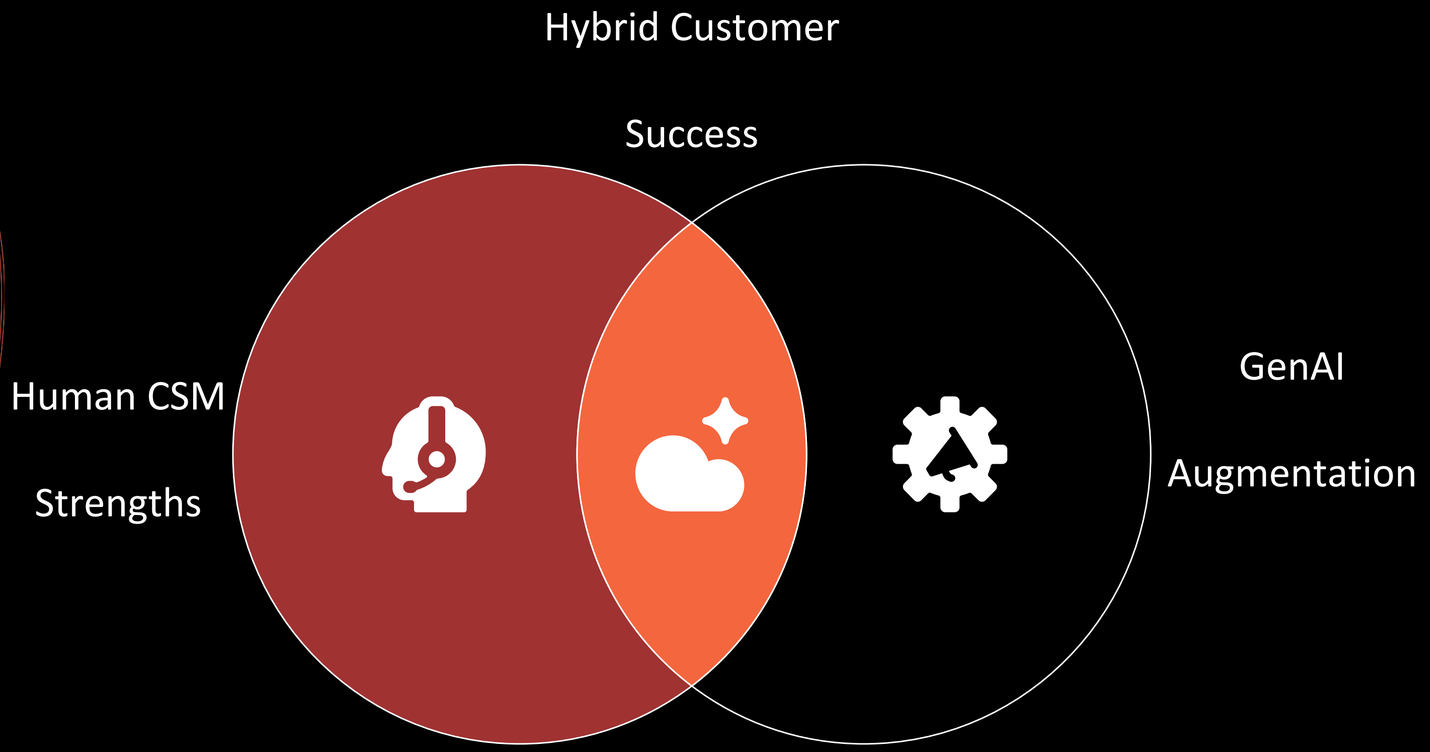
What Changes When AI Becomes a CSM

IAM That Listens, Learns, and Supports





The Future of Customer Success

Human + GenAI Partnership

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Questions

David Leporini
Eviden Director of
IAM Cybersecurity Products
david.leporini@eviden.com

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TAKE A MINUTE AND GIVE US FEEDBACK