

MINDSHARE

2025 10-11 SEP

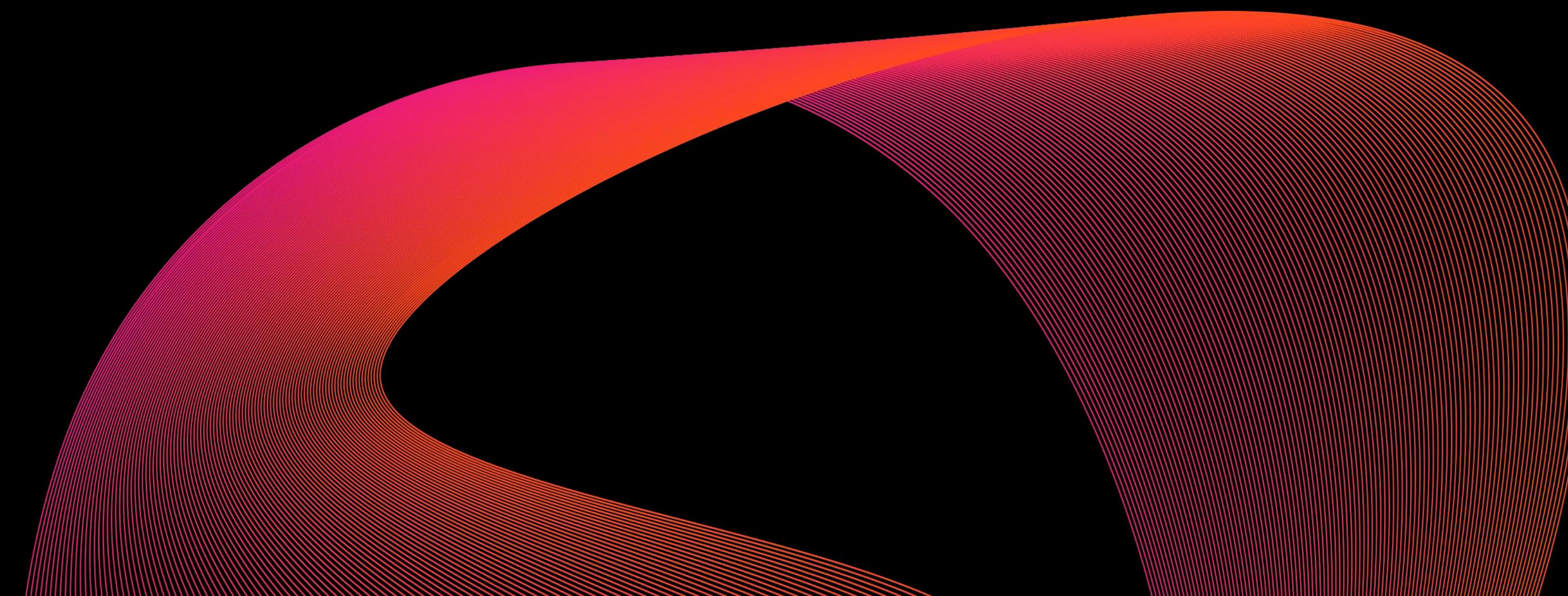
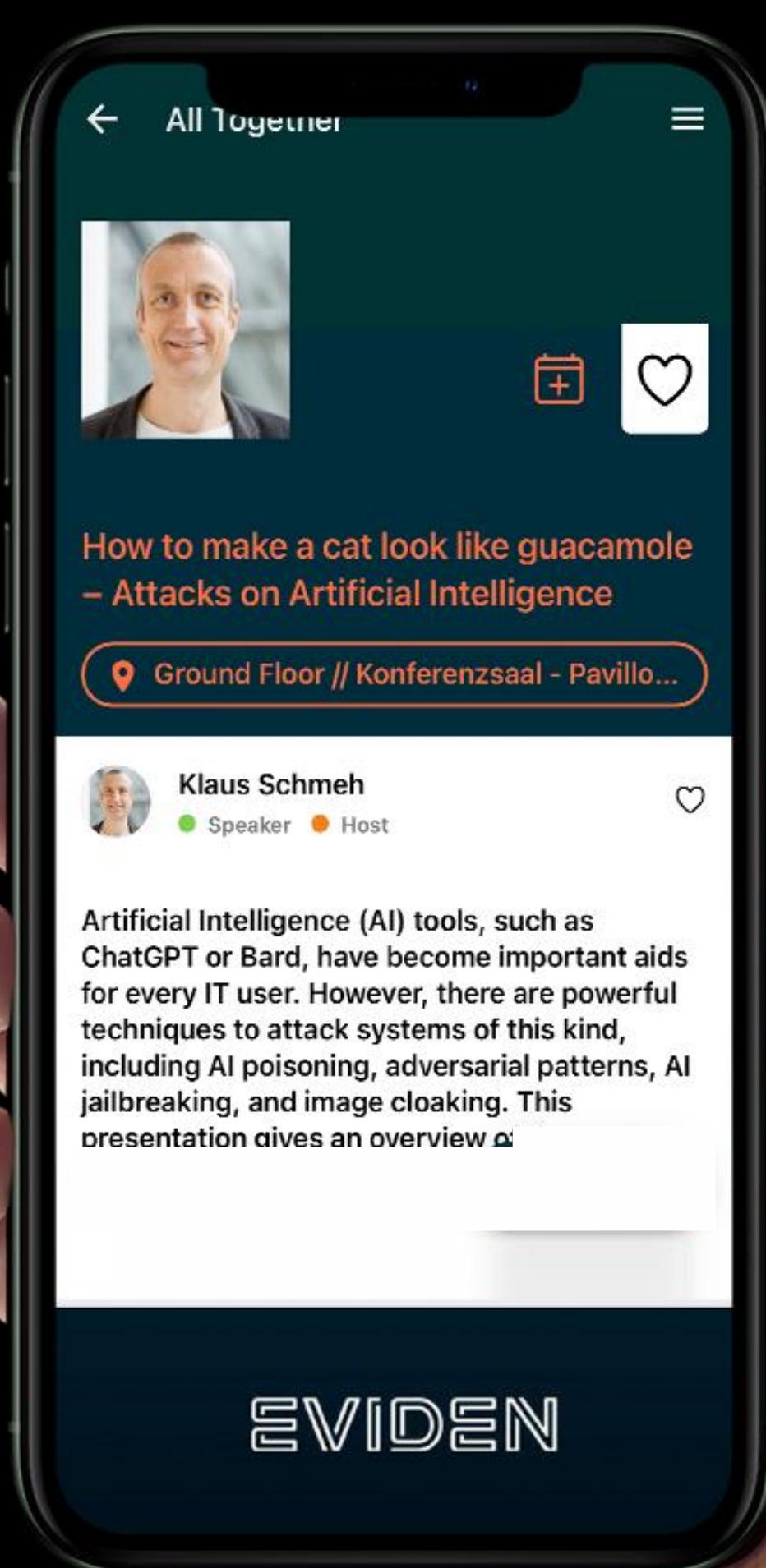
Securing
Identity for
our Digital
Future

CYBERSECURITY
LEADERSHIP FORUM

MINDSHARE AGENDA



GET APP

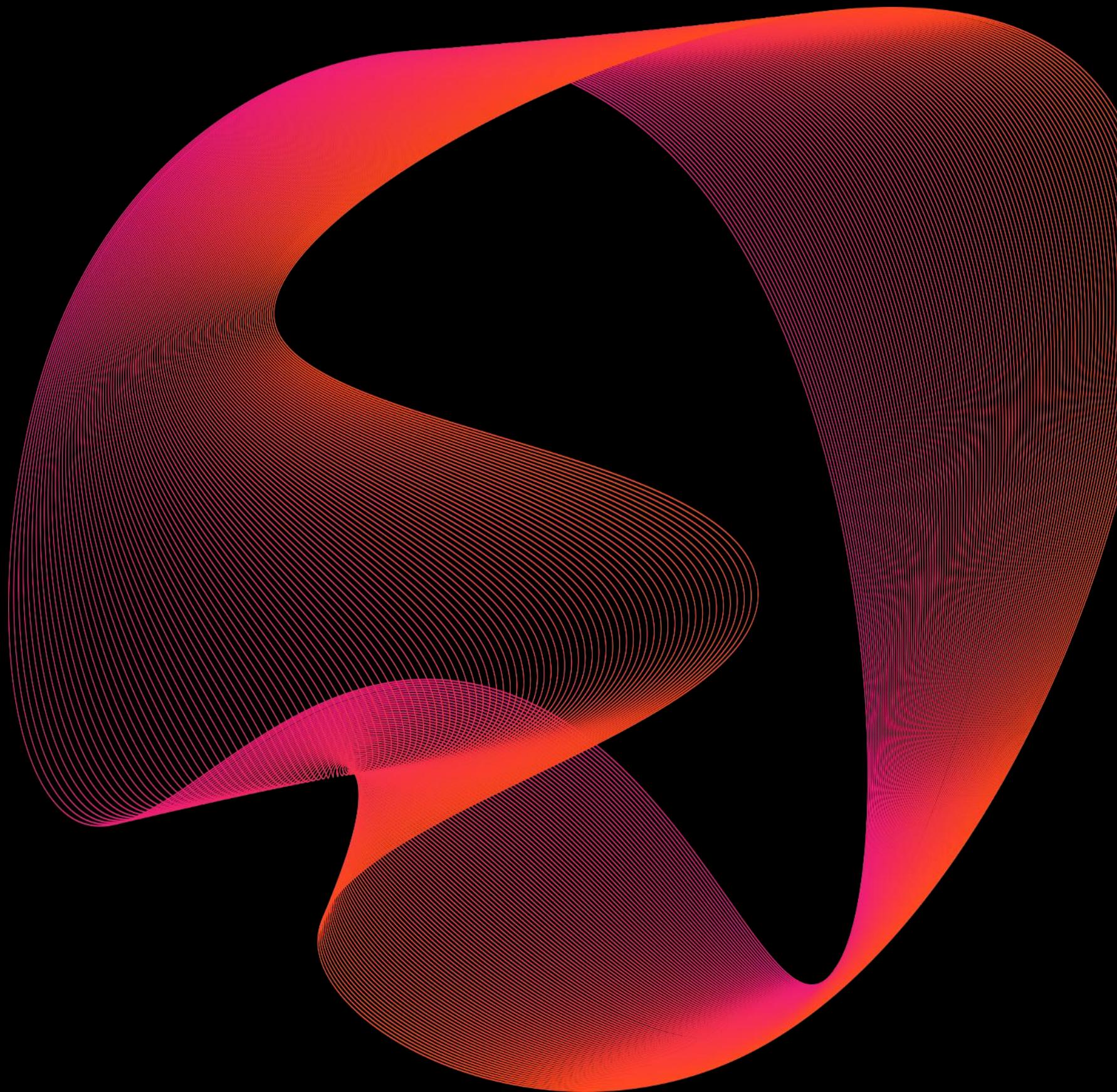


David Leporini, Eviden Director of
Identity & Access Management
Cybersecurity Products

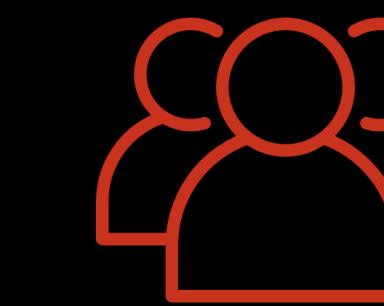
GenAI as your NextGen Customer
Success Manager
The IAM Case

Company Introduction

Evidian, Eviden Cybersecurity Products



900+ Clients



5M+ Users



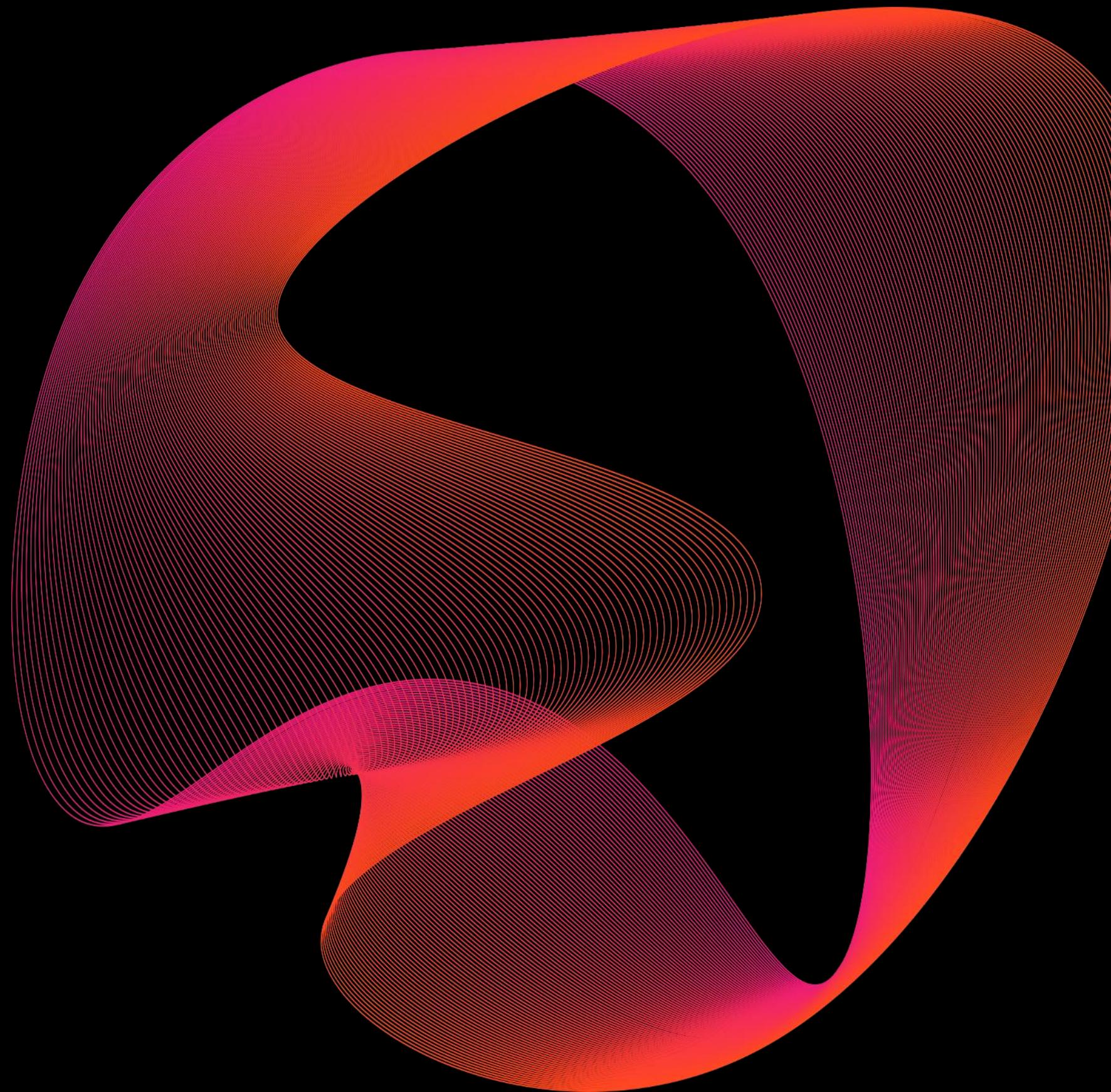
R&D in Europe



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

Customer Success Manager?

The customer's "best friend" after a sale



Ensuring clients are happy with the product



Helping clients achieve their goals



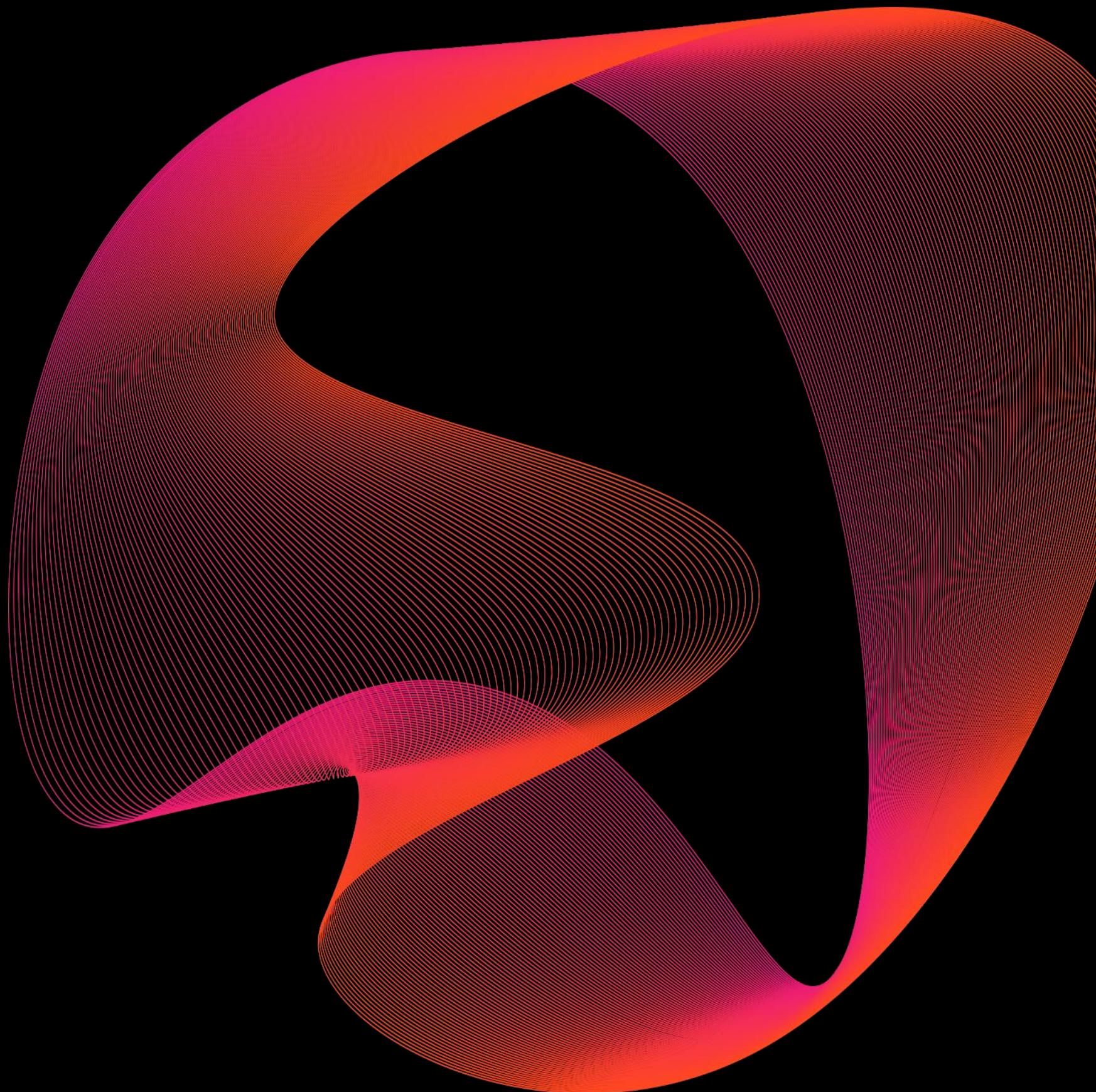
Main point of contact after purchase



Core function of helping customers

Customer Success Manager

Principal missions

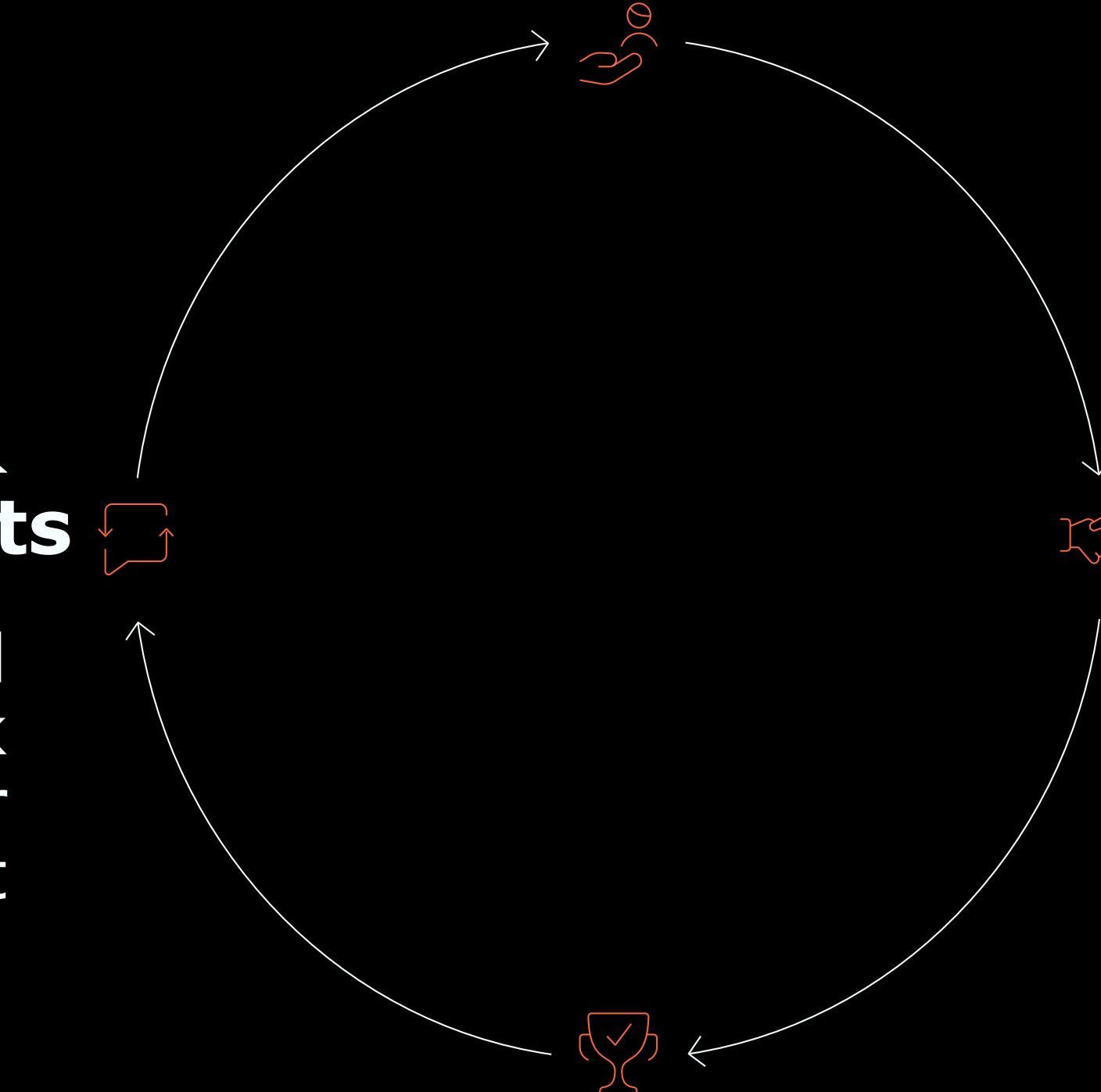


Providing Feedback & Improvements

Gather and share feedback for improvement

Onboarding & Support

Welcome and train new customers



Relationship Building

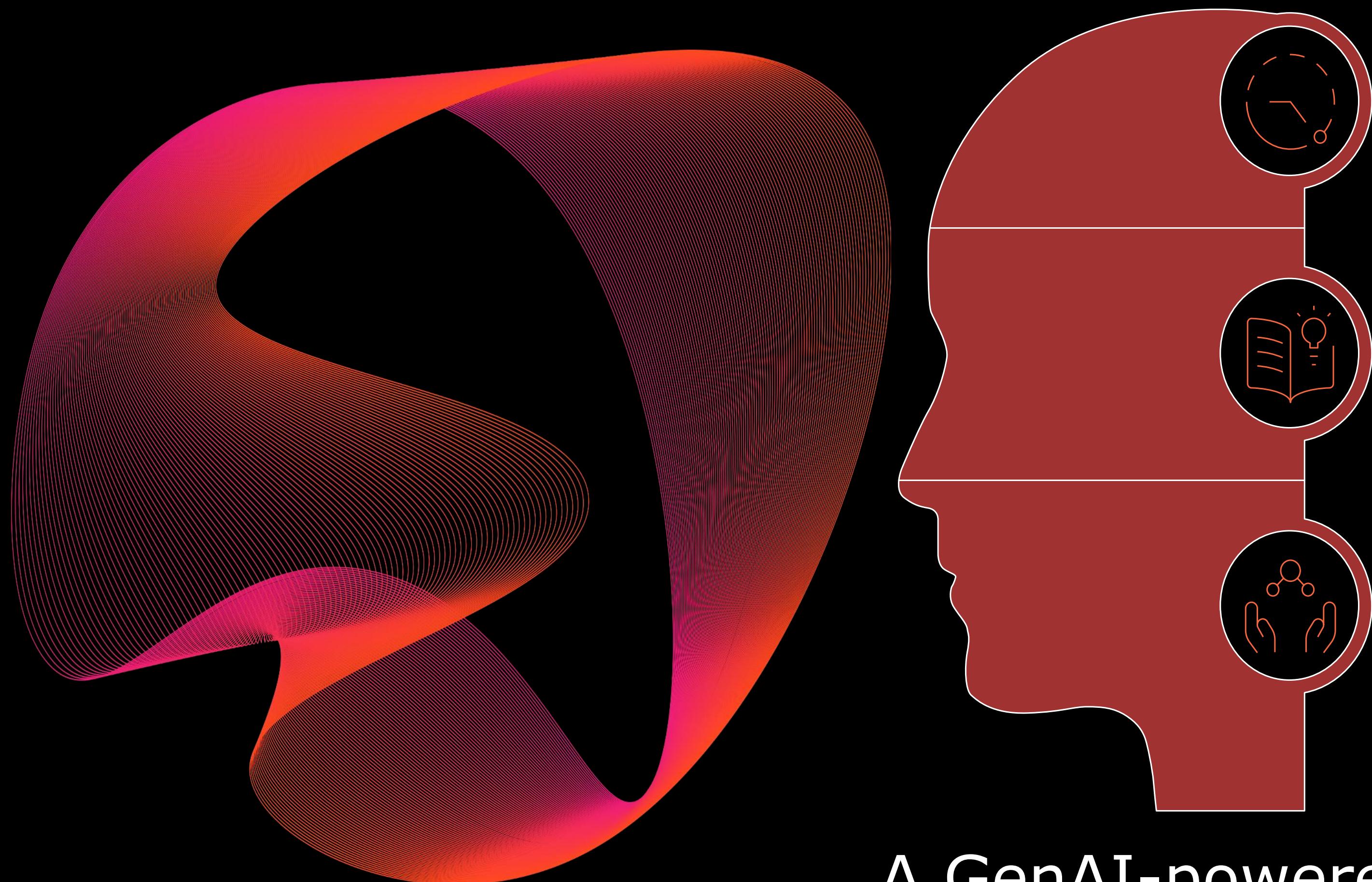
Maintain regular contact and listen to needs

Ensuring Customer Success

Help customers achieve their goals

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

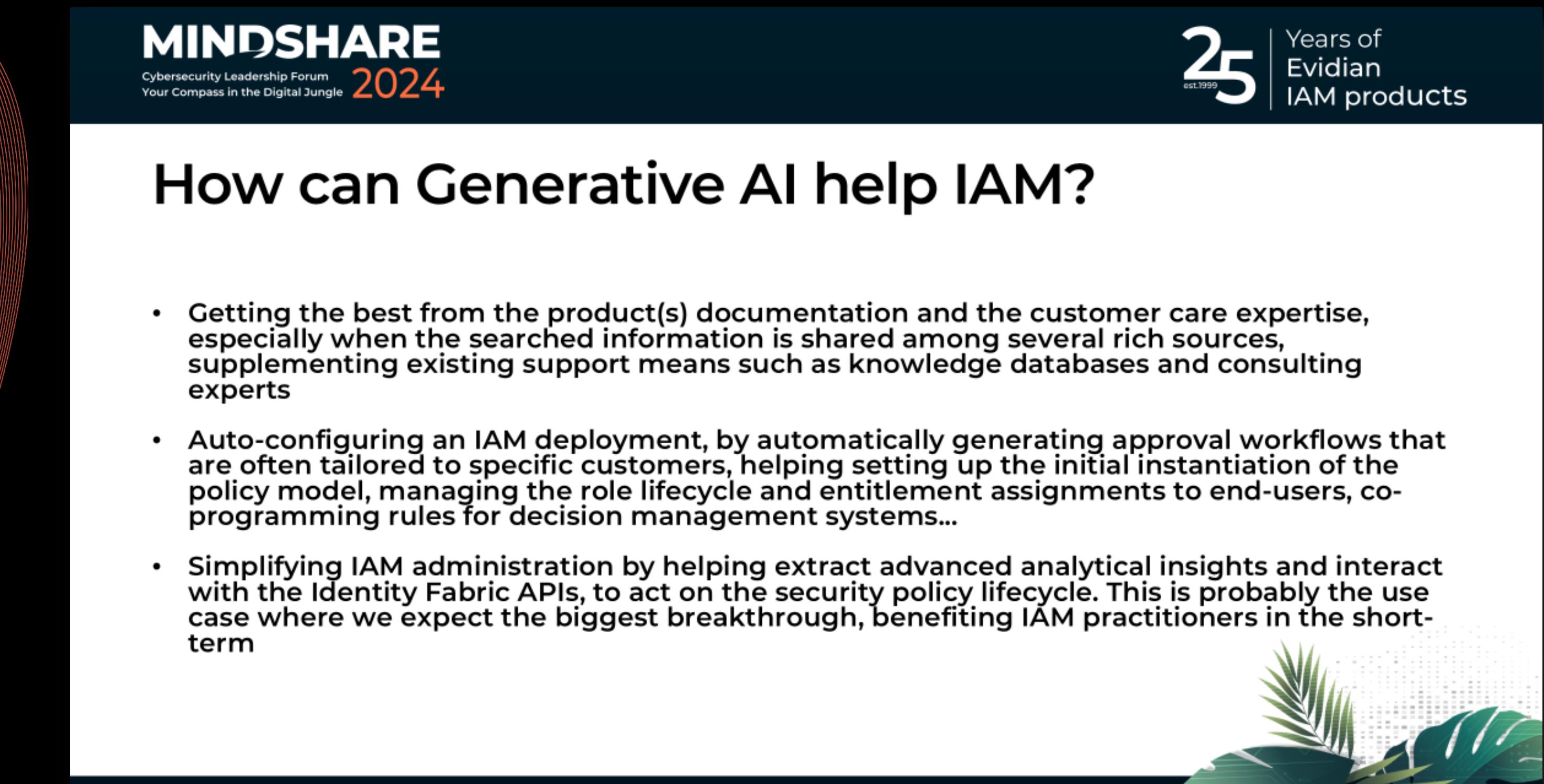
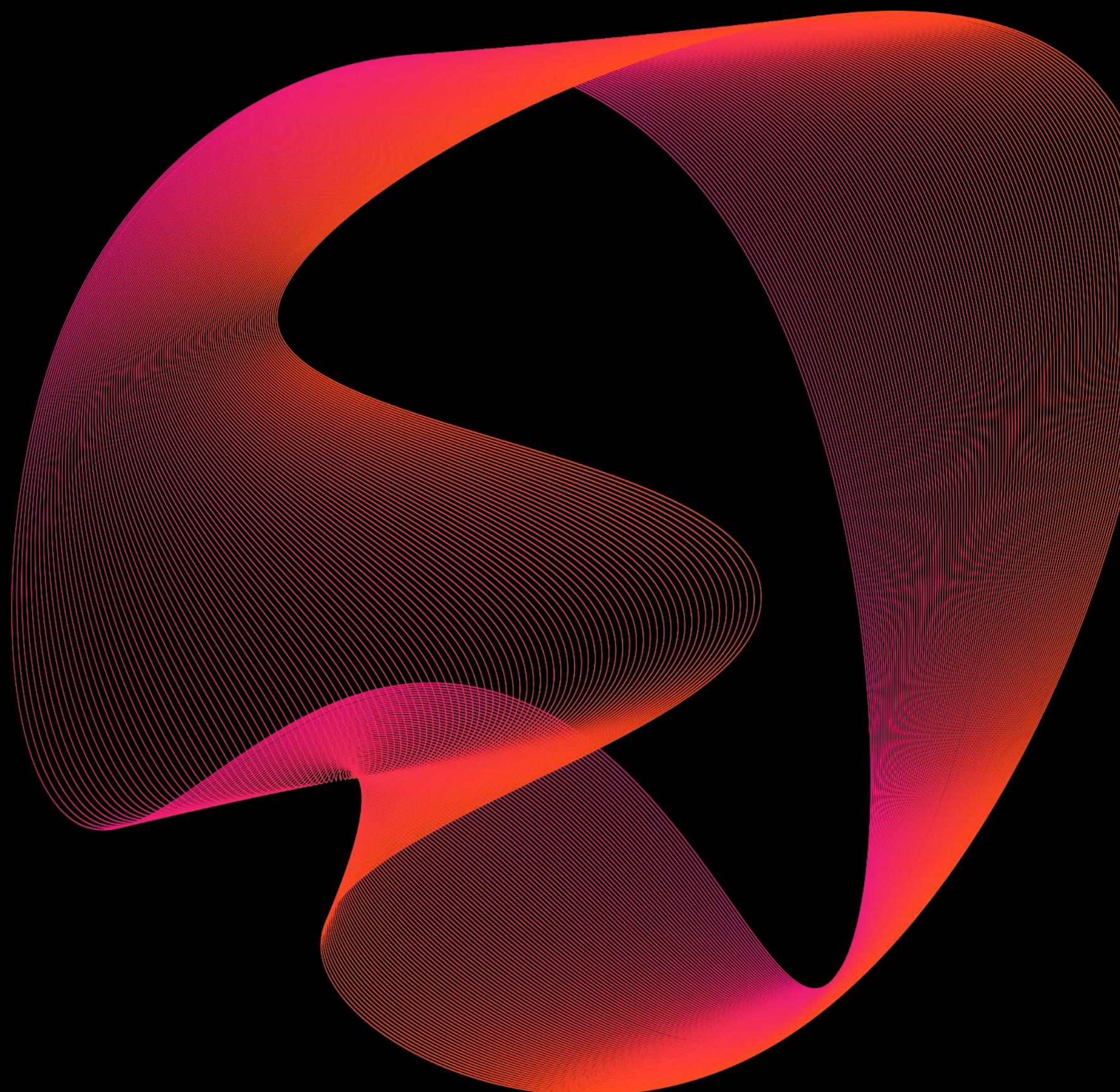
Always Helping

Provides consistent assistance and guidance

A GenAI-powered CSM embedded in IAM

AI as your IAM CSM

Remember Mindshare 2024?



MINDSHARE
Cybersecurity Leadership Forum
Your Compass in the Digital Jungle **2024**

25 Years of
Evidian
IAM products

How can Generative AI help IAM?

- Getting the best from the product(s) documentation and the customer care expertise, especially when the searched information is shared among several rich sources, supplementing existing support means such as knowledge databases and consulting experts
- Auto-configuring an IAM deployment, by automatically generating approval workflows that are often tailored to specific customers, helping setting up the initial instantiation of the policy model, managing the role lifecycle and entitlement assignments to end-users, co-programming rules for decision management systems...
- Simplifying IAM administration by helping extract advanced analytical insights and interact with the Identity Fabric APIs, to act on the security policy lifecycle. This is probably the use case where we expect the biggest breakthrough, benefiting IAM practitioners in the short-term



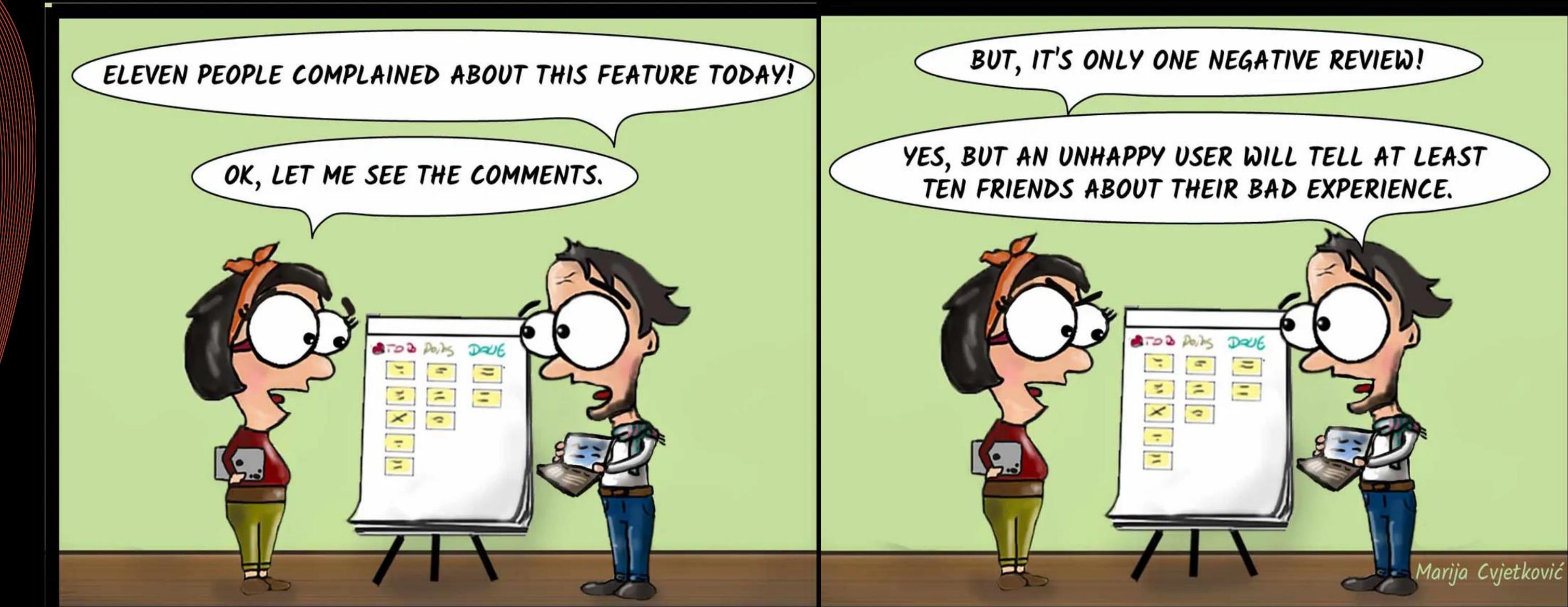
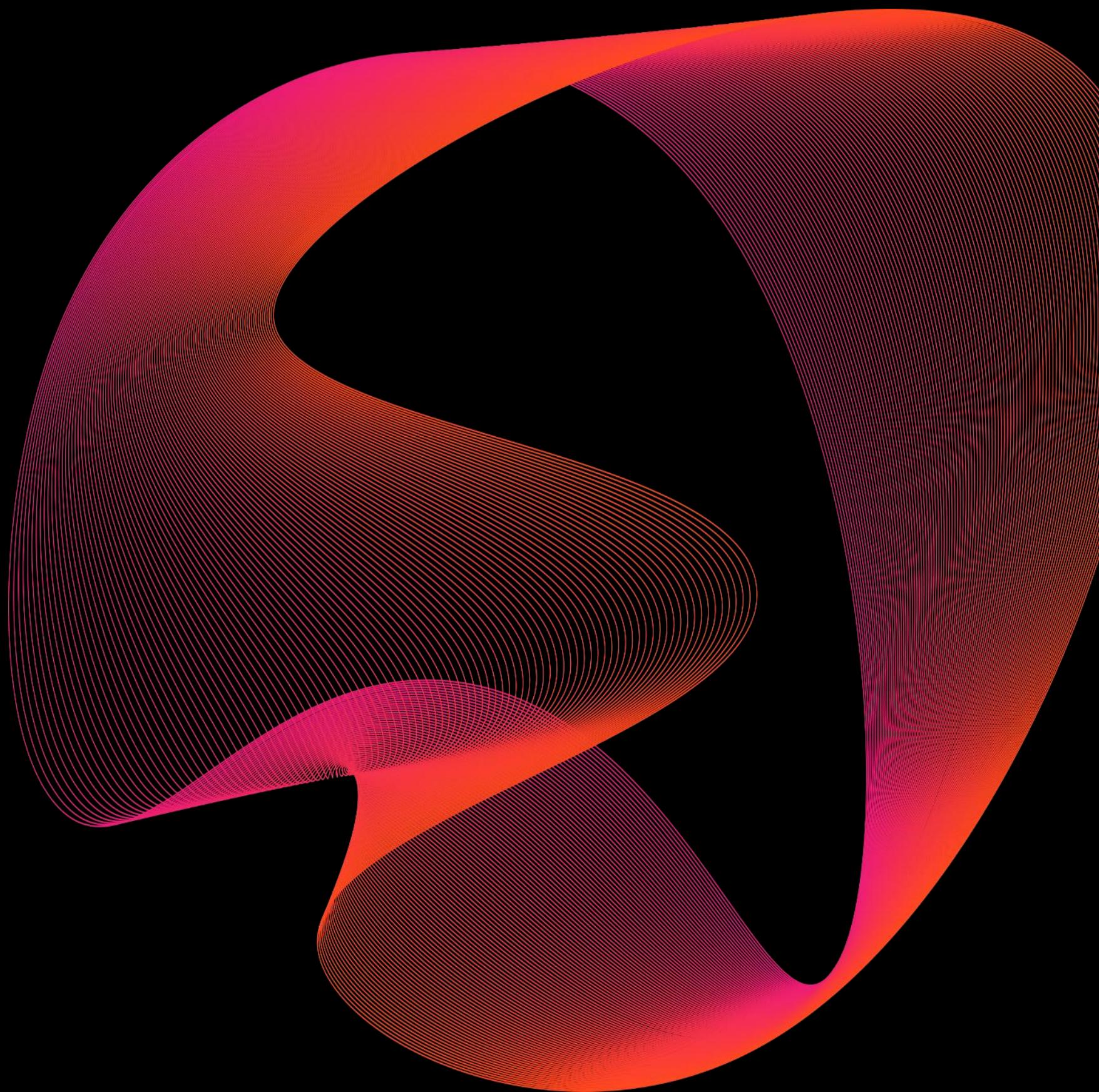
Ensuring Customer Success

AI as your IAM CSM



Providing Feedback & Improvements

AI as your IAM CSM



EVIDEN

Gen AI User Management

Excessive roles

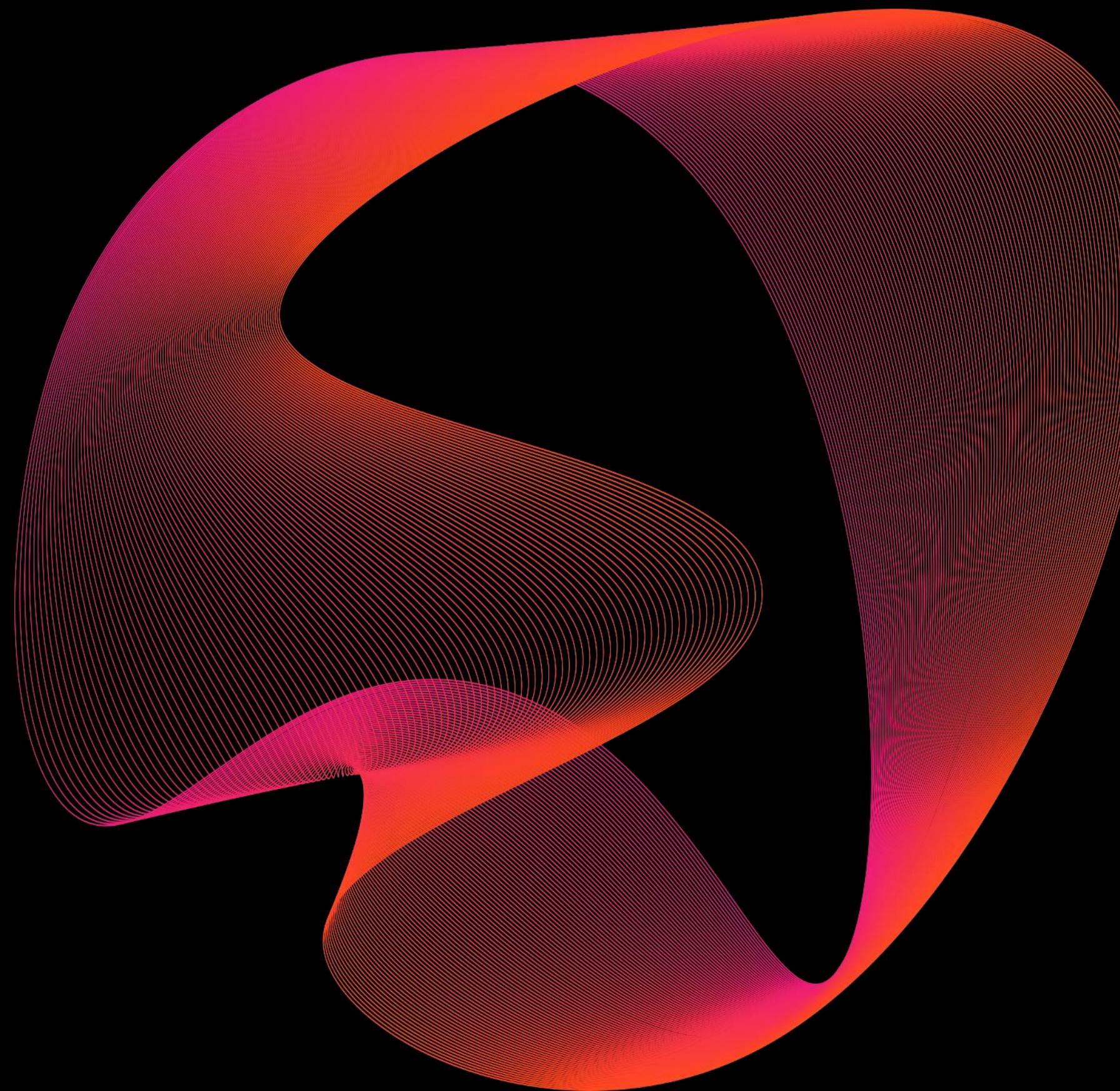
Providing Feedback & Improvements

AI as your IAM CSM



Providing Feedback & Improvements

AI as your IAM CSM



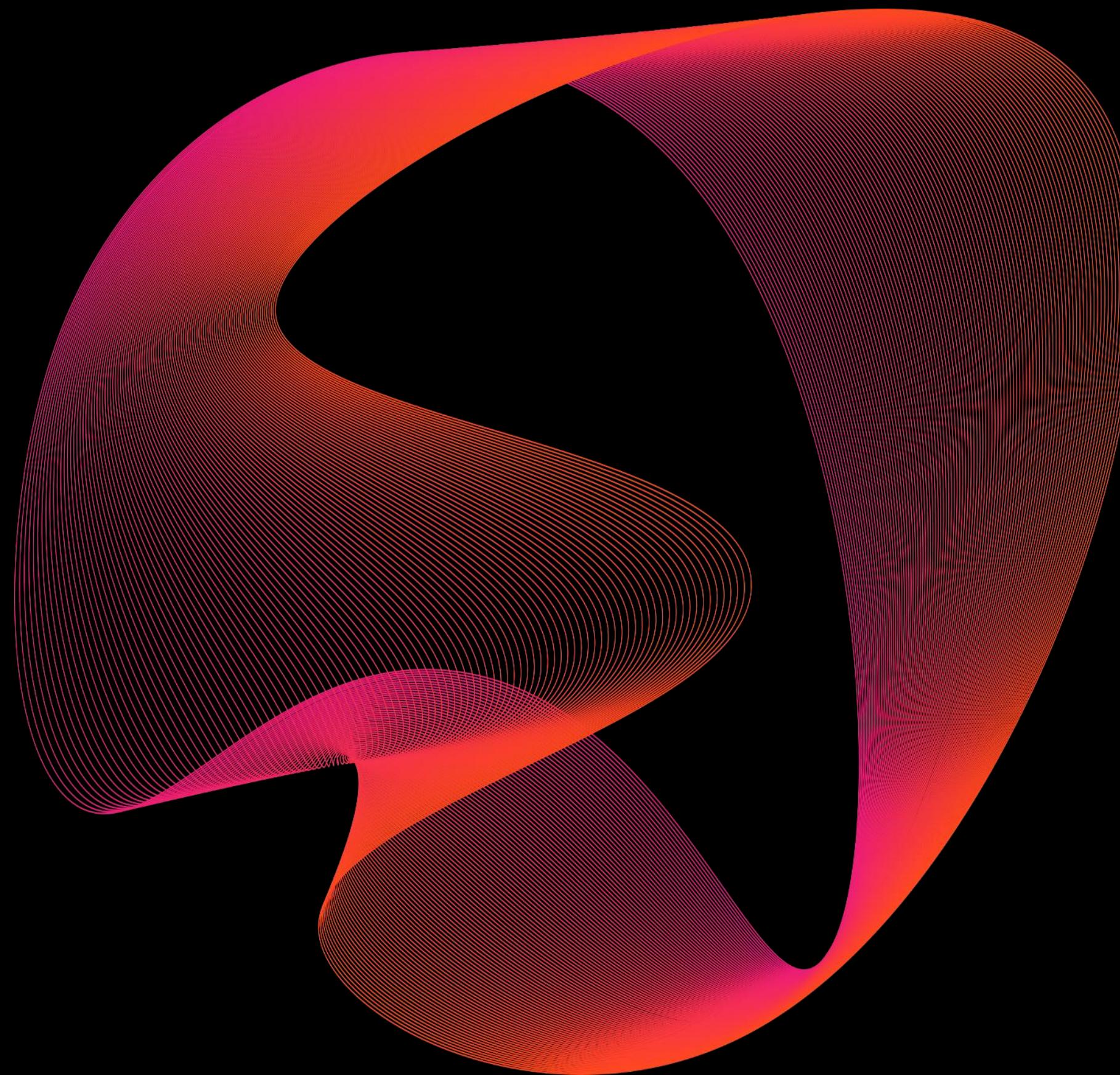
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Gen AI

Usage Dashboard
for Product Teams

What Changes When AI Becomes a CSM

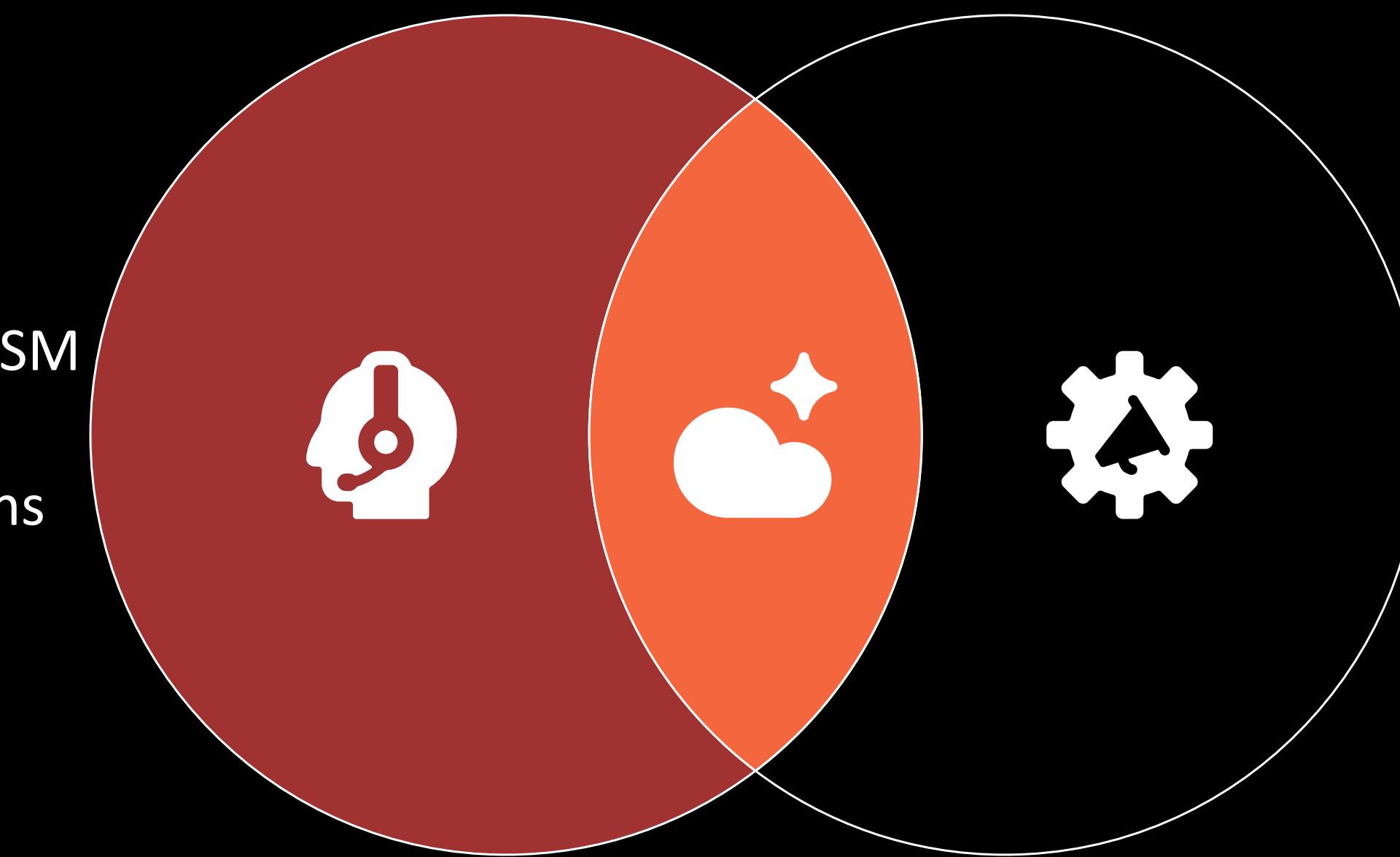
IAM That Listens, Learns, and Supports



Human CSM
Strengths

Hybrid Customer

Success



The Future of Customer Success

Human + GenAI Partnership

Questions

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IAM Cybersecurity Products
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Securing
Identity for
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CYBERSECURITY
LEADERSHIP FORUM

TAKE A MINUTE AND GIVE US FEEDBACK

