

MINDSHARE

2025 10-11
SEP

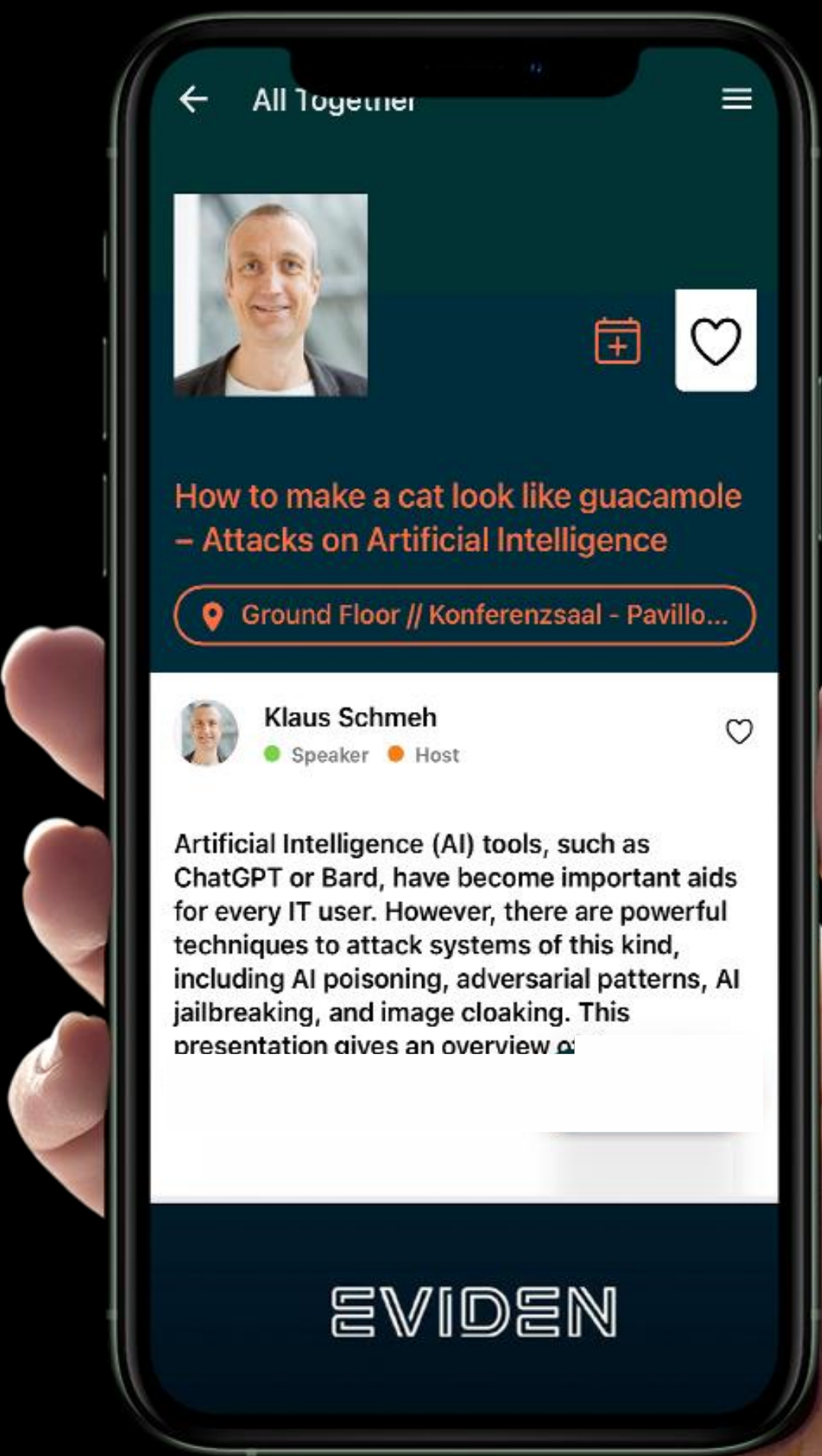
Securing
Identity for
our Digital
Future

CYBERSECURITY
LEADERSHIP FORUM

MINDSHARE AGENDA



GET APP



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Securing
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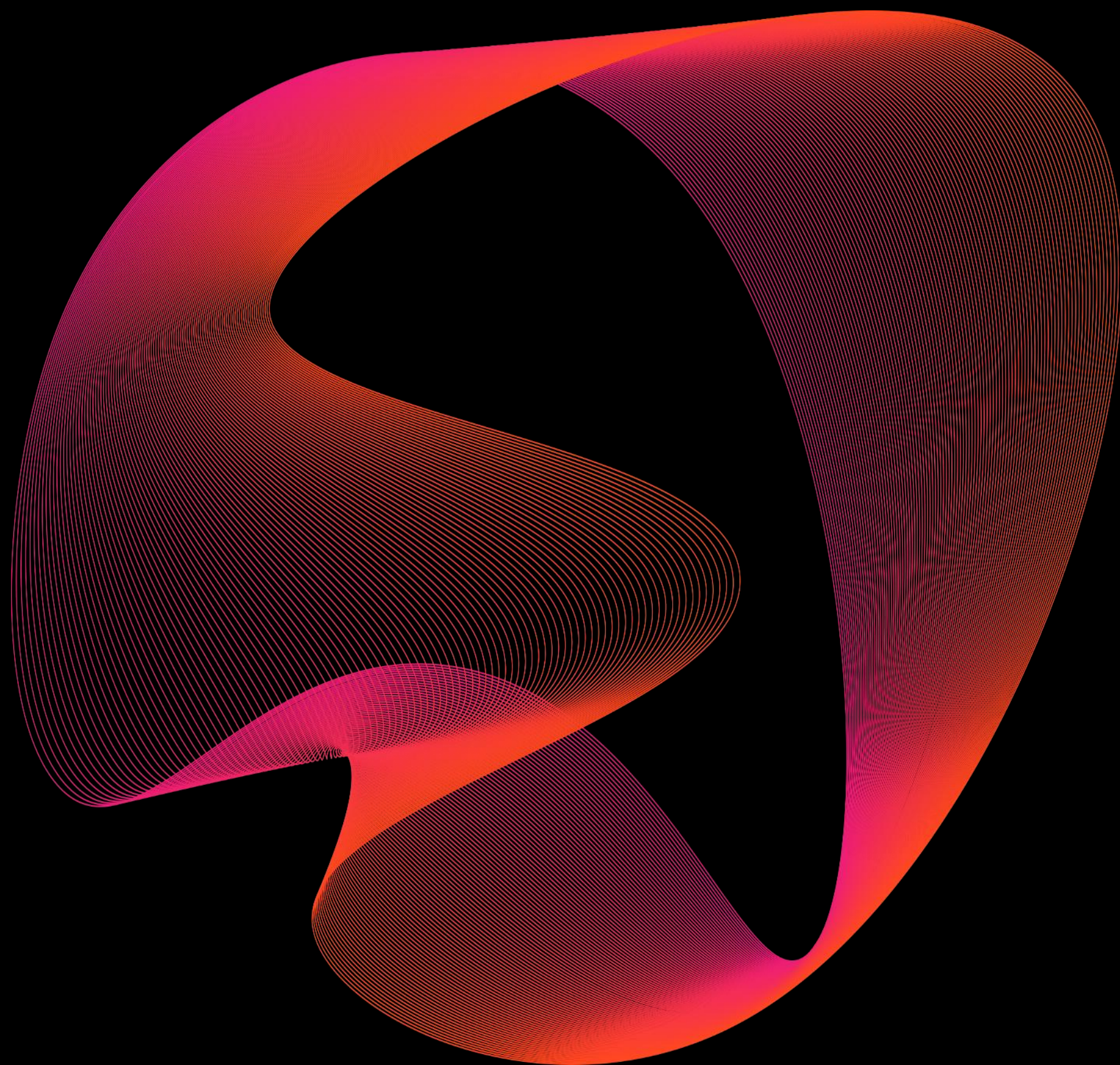
EVIDEN

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



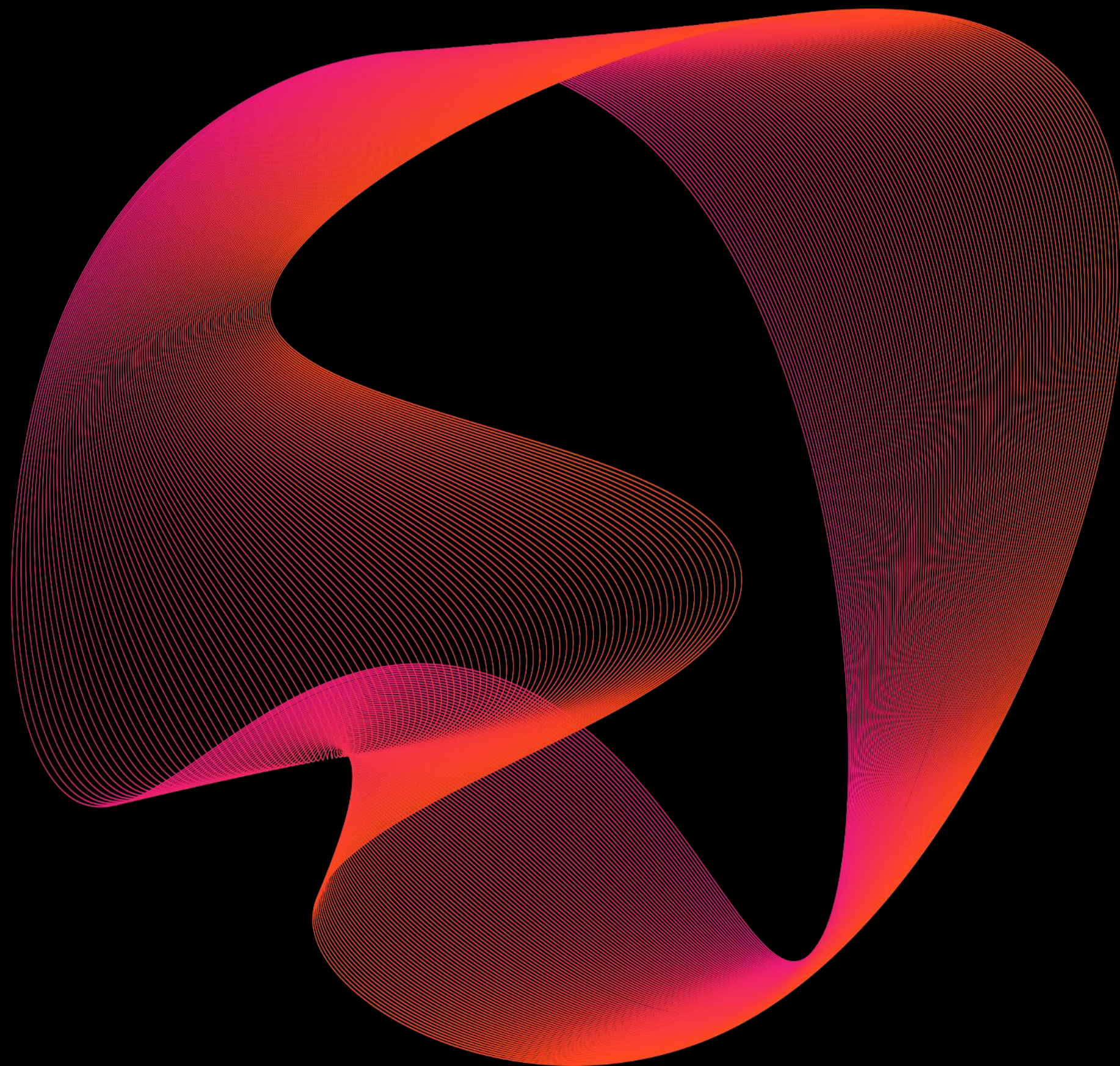
R&D in Europe



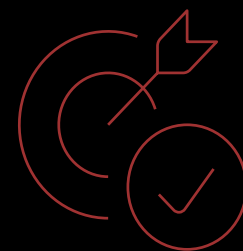
Presence and deployments in
Europe, Japan, North America,
MEA

Customer Success Manager?

The customer's "best friend" after a sale



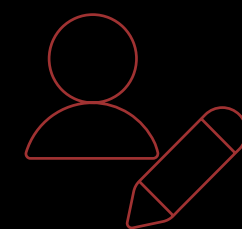
Ensuring clients are happy with the product



Helping clients achieve their goals



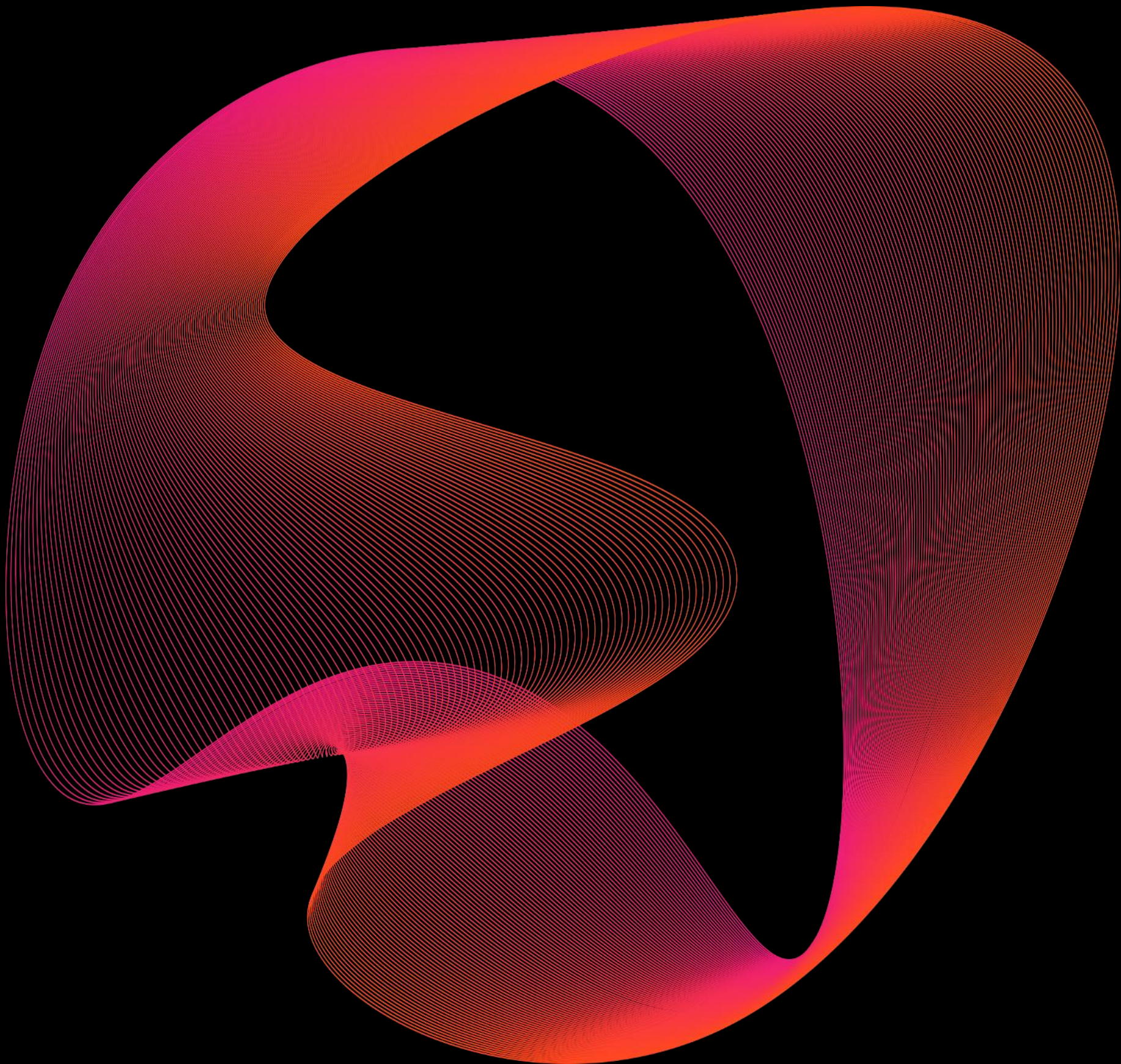
Main point of contact after purchase



Core function of helping customers

Customer Success Manager

Principal missions



Providing Feedback & Improvements

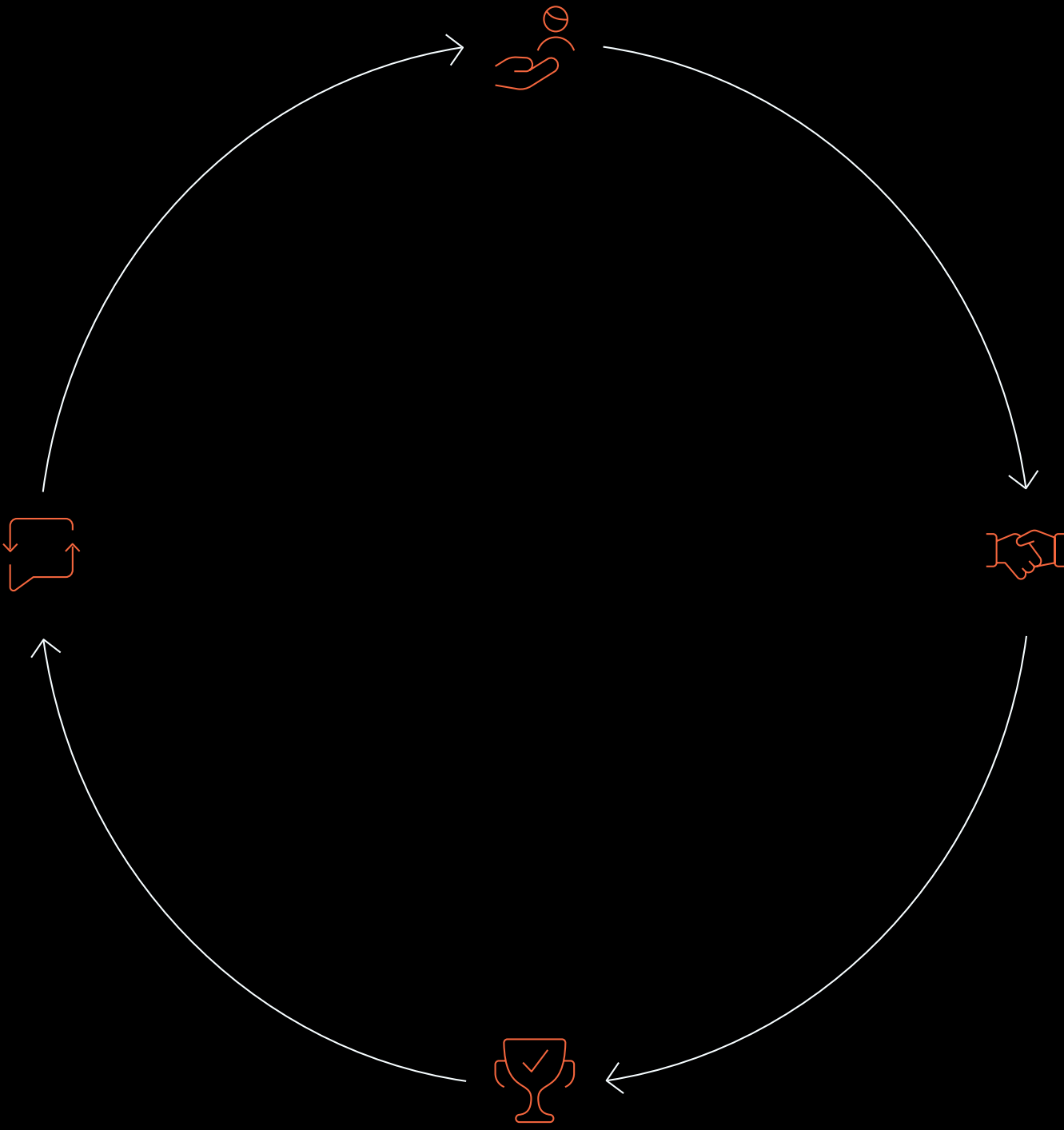
Gather and share feedback for improvement

Onboarding & Support
Welcome and train new customers

Relationship Building

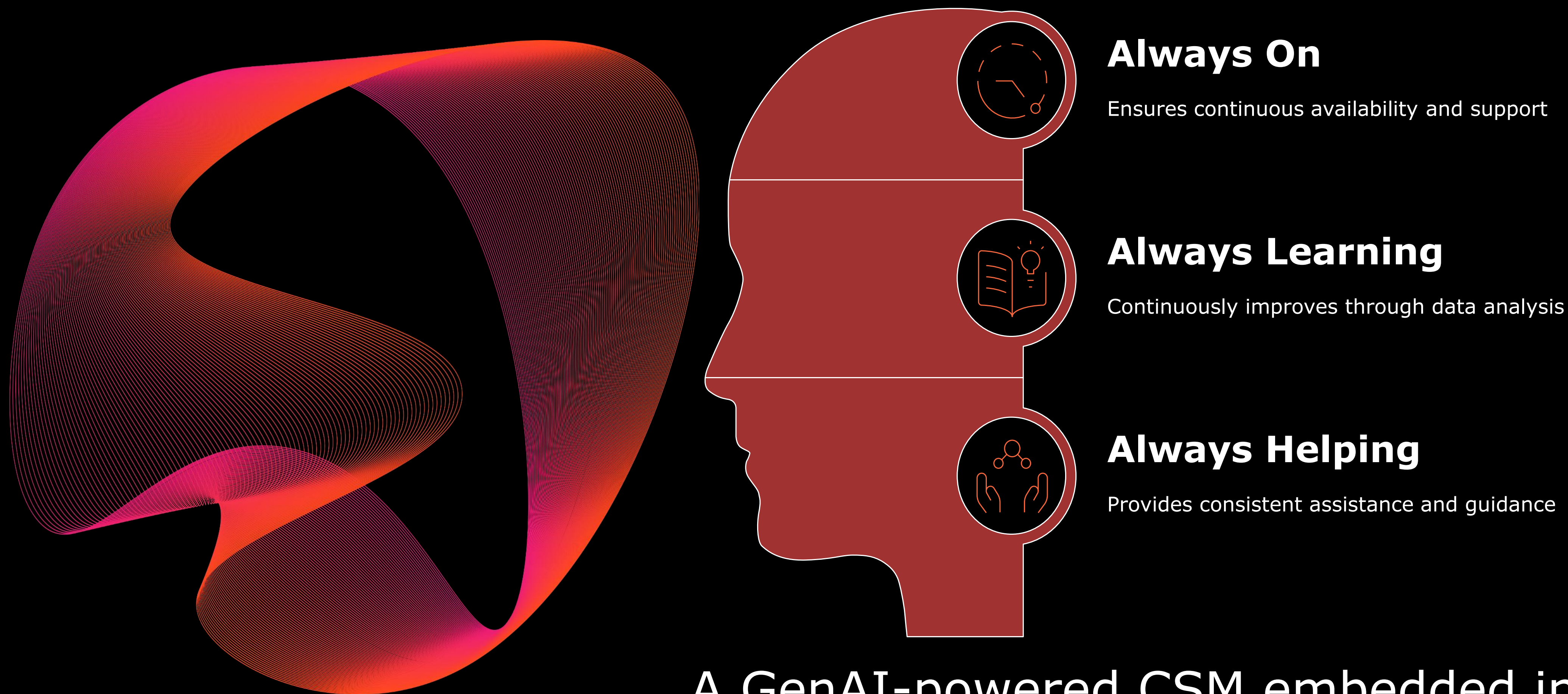
Maintain regular contact and listen to needs

Ensuring Customer Success
Help customers achieve their goals



What If Your IAM Had a CSM?

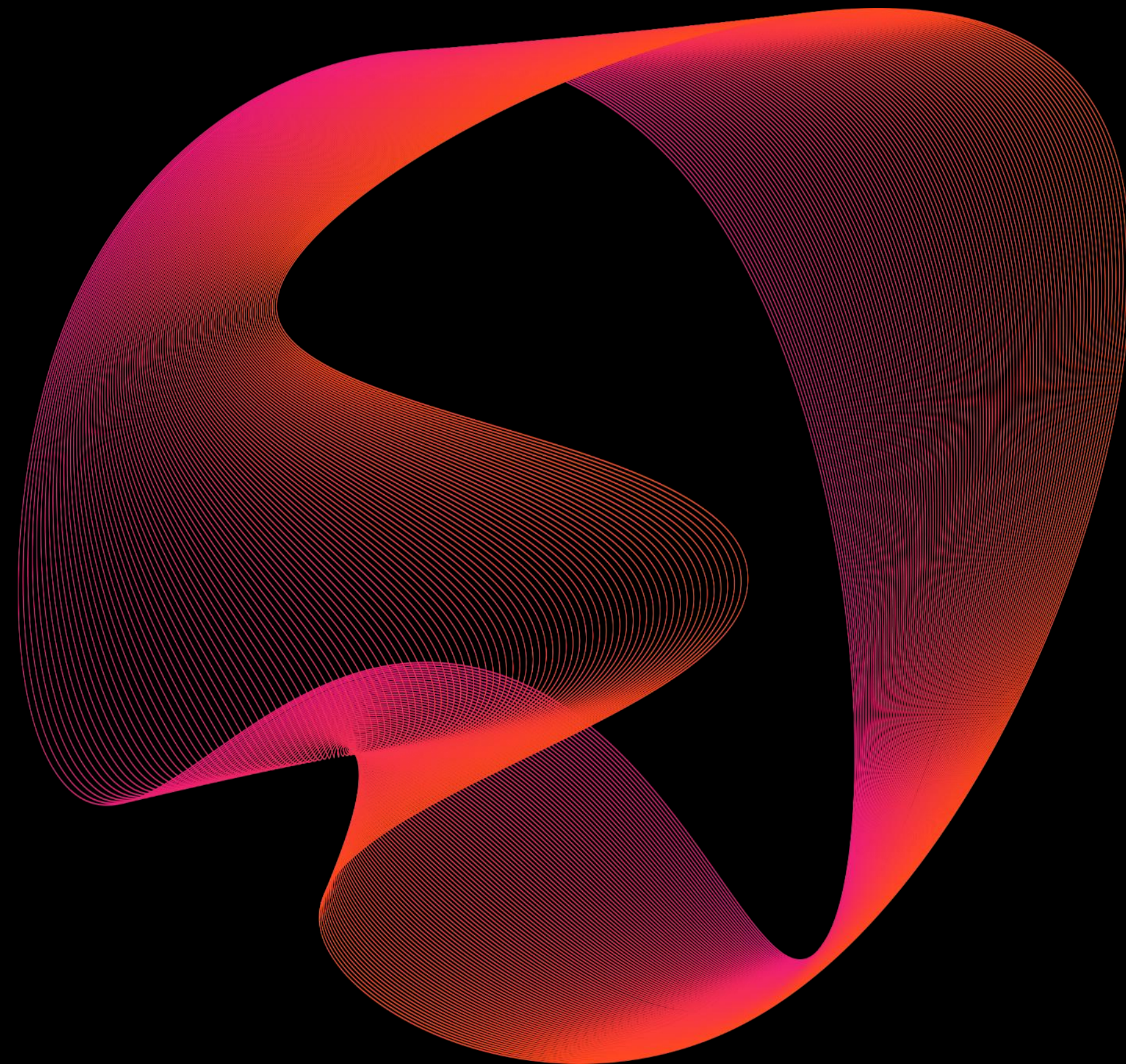
From Backend Automation to Frontline Enablement



A GenAI-powered CSM embedded in IAM

AI as your IAM CSM

Remember Mindshare 2024?



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



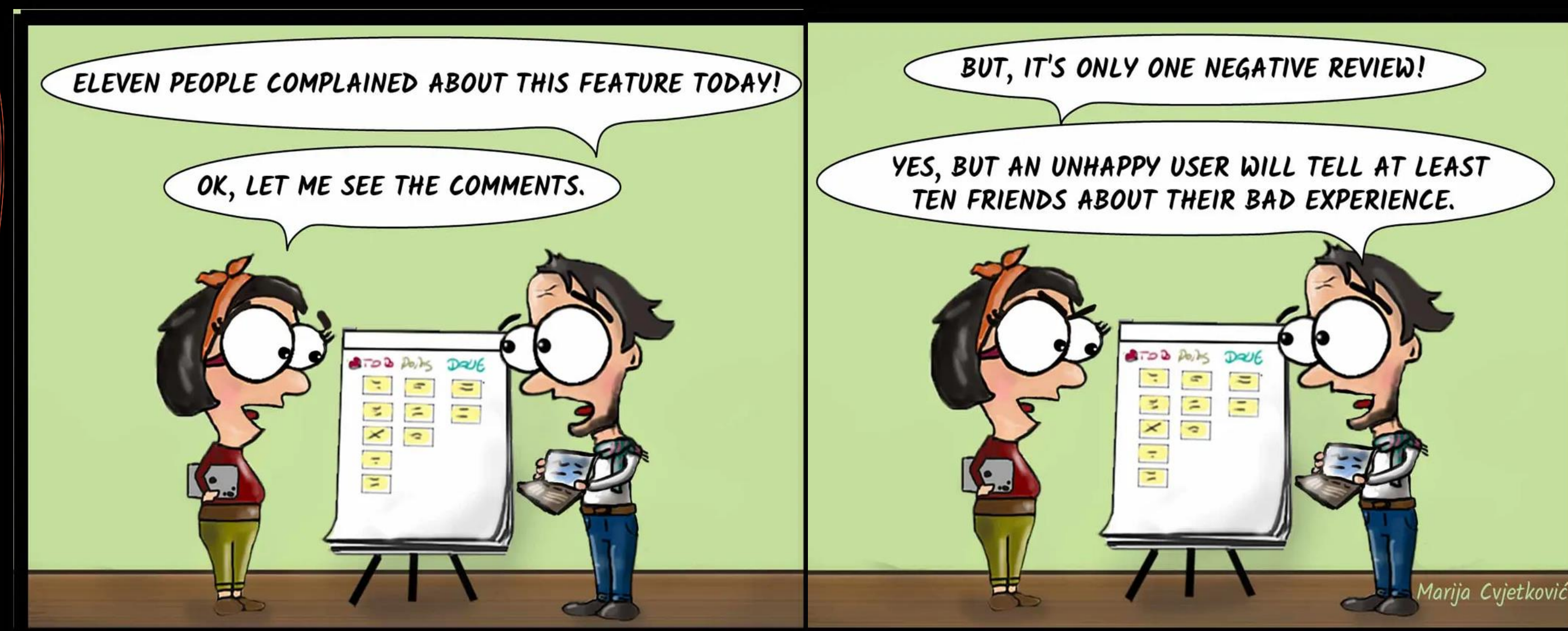
Ensuring Customer Success

AI as your IAM CSM



Providing Feedback & Improvements

AI as your IAM CSM



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Gen AI User Management

Excessive roles

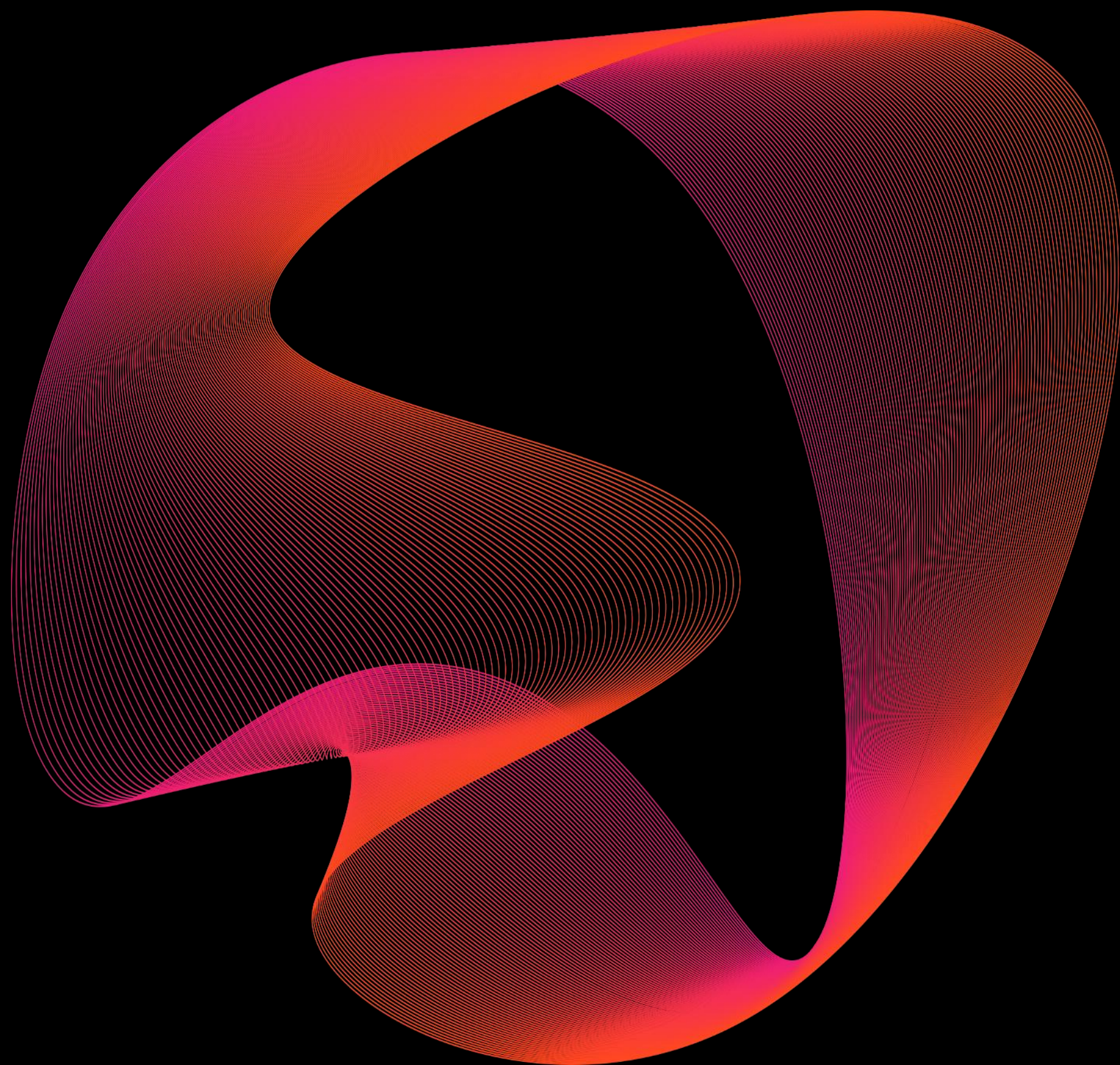
Providing Feedback & Improvements

AI as your IAM CSM



Providing Feedback & Improvements

AI as your IAM CSM



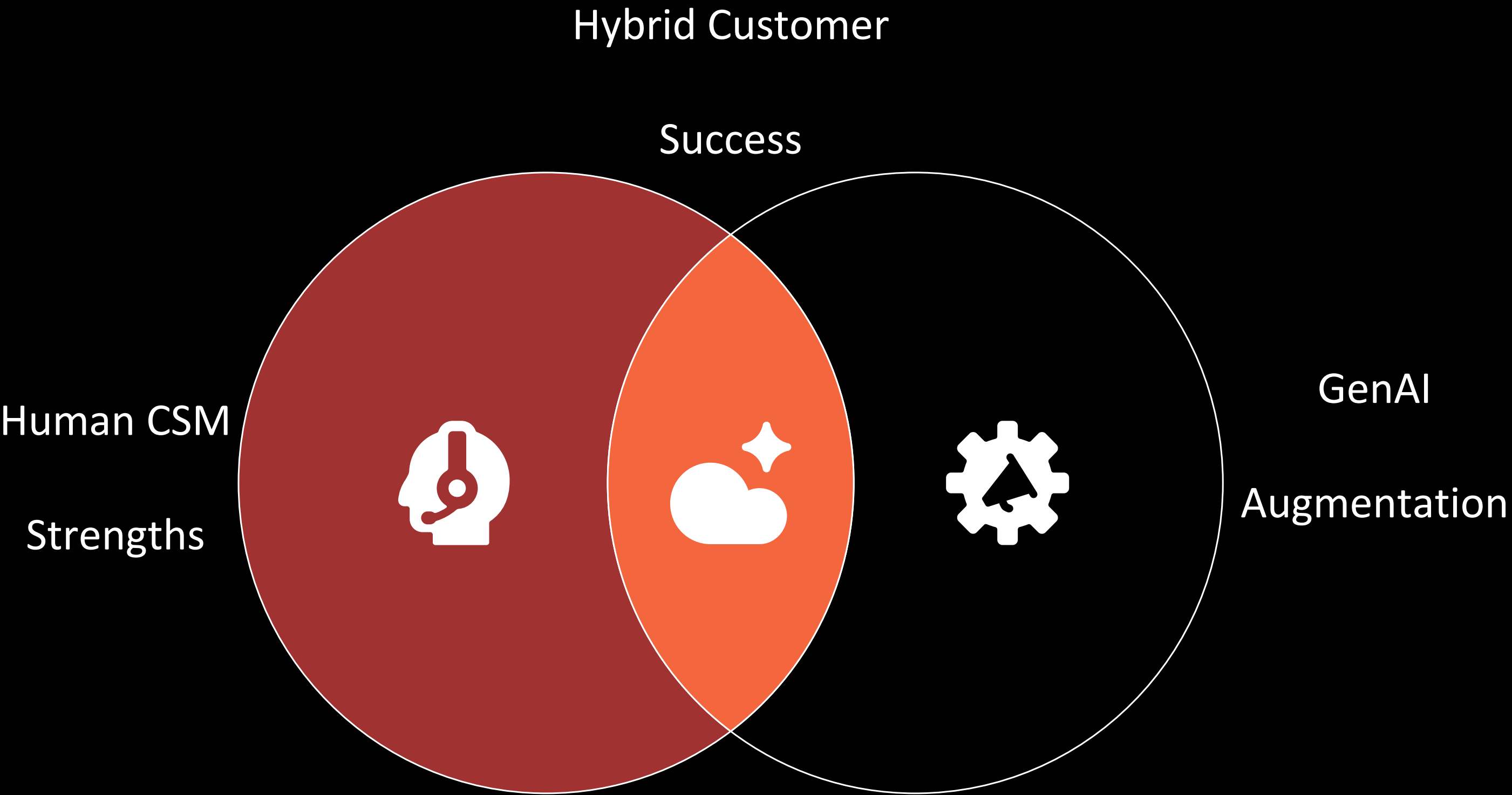
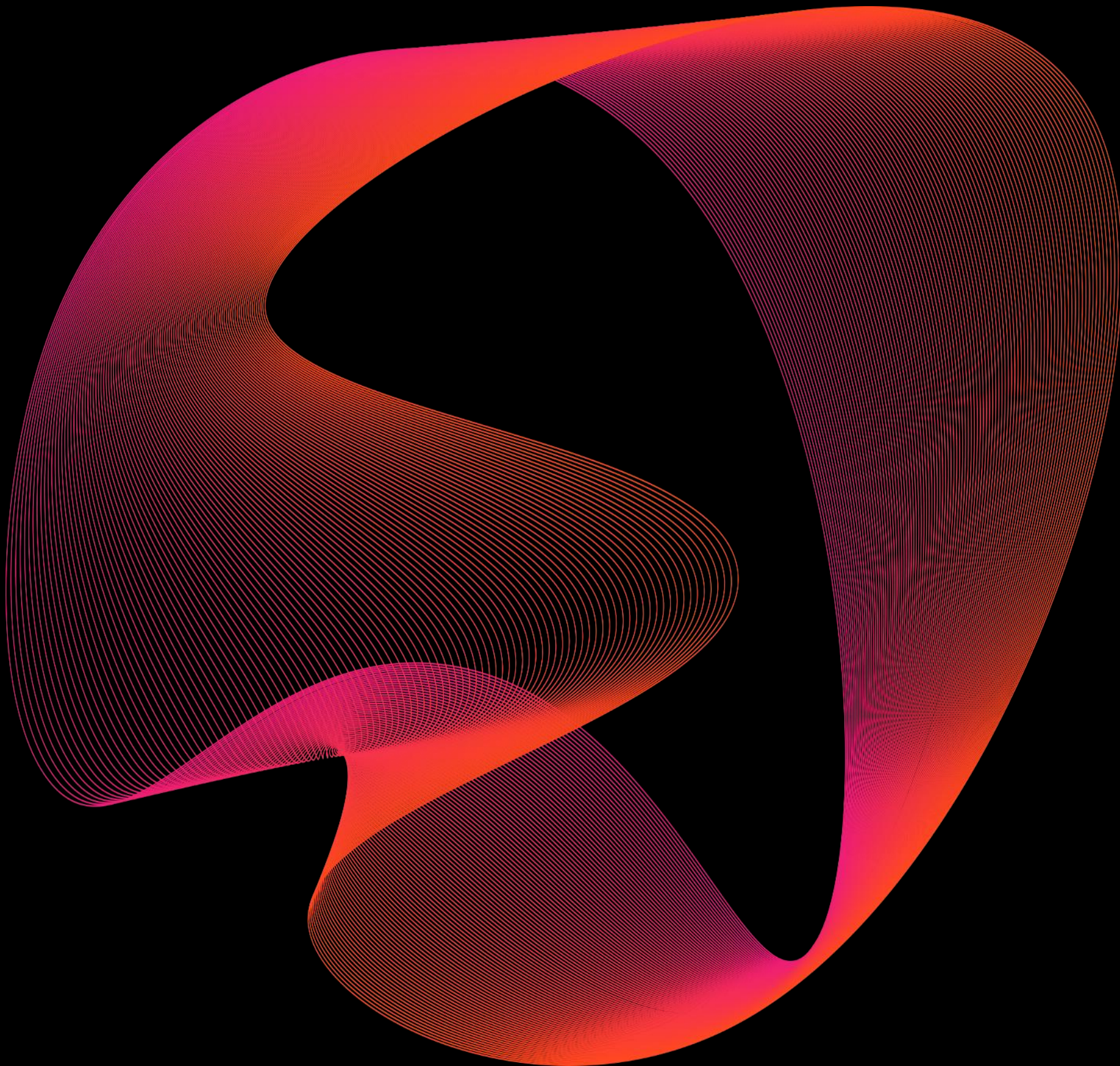
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Gen AI

Usage Dashboard for Product Teams

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

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TAKE A MINUTE AND GIVE US FEEDBACK

