

Re-imagining Identity Governance in the Agentic AI World

Accelerating access management with IBM's AskIAM and Microsoft Entra



Highlights

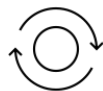
Ensures continuous innovation with a human-centered design and AI-powered automation

Automates IAM ops with Agentic AI while maintaining security and compliance

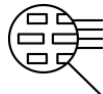
Reduces manual processes and accelerates decision-making

In today's fast-evolving digital landscape, access management often becomes a significant hurdle. Fragmented workflows, slow manual approvals, and overwhelming request queues create delays, opening doors to potential security risks and inefficiencies.

Some common pain points include:



Prolonged approval cycles, which slow down workflow and hinder productivity.



Multiple user interfaces with overburdened email systems, where access requests are lost, ignored, or buried under a flood of messages.



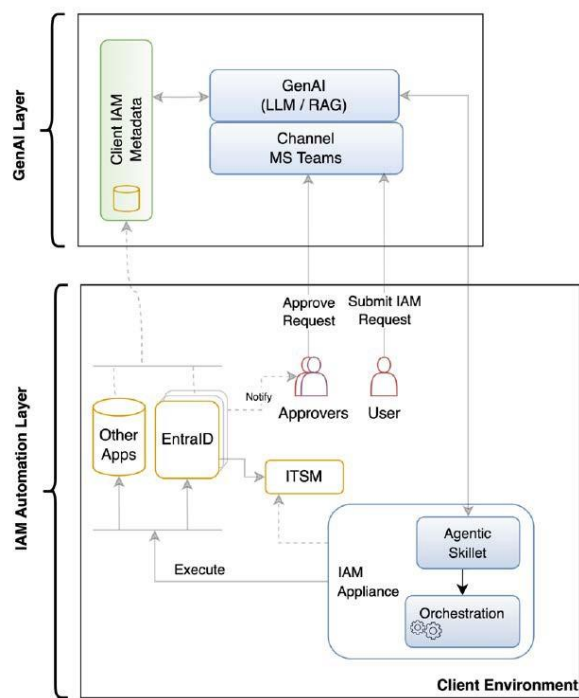
Manual processing, demanding 30+ minutes per approver each day, leading to resource drain.

These aren't just operational roadblocks--they represent risk factors that undermine security, limit compliance, and negatively impact the employee experience.

The Shift: From Reactive to Agentic Identity and Access Management

AskIAM is redefining access workflows by becoming a proactive, intelligent agent within your organizations. Integrated with **Microsoft Entra** and collaboration platforms like Microsoft Teams and AI powered tools like Security Copilot & M365 Copilot, AskIAM delivers **Agentic AI**--AI that not only responds but initiates, recommends and automates decisions in real-time.

This shift from multiple interfaces to *agentic* access management moves identity governance into the age of AI-driven orchestration and human-centric design.



Modern Features Powered by AskIAM + Microsoft Entra

Proactive Notifications

Know when action is needed--no inbox surfing

In-Chat Decisions

Approve or reject in real time, within Teams

Context on Demand

Ask "why does this user need access?" and get AI-sourced answers

Certification Intelligence

Never miss a recertification--Agentic AI keeps you current

Self Services Clarity

From "how do I request access?" to "do I have the right role?" -- AskIAM responds instantly

Figure 1. IBM AskIAM with Microsoft Entra integration

Core Value: What AskIAM + Entra Unlocks

Agentic Intelligence for Accelerated Decisions

- Conversational AI that understands context and adapts to user intent
- Approvals completed within chat, no switching systems
- Access requests generated, routed, and resolved with minimal friction

Productivity with Purpose

- Free up 100s of hours of manual review time annually
- Automate access flows across roles, departments, and campaigns
- Let AI handle repetitive tasks--so humans can focus on impact

Adaptive Security & Embedded Compliance

- AI-triggered alerts for unusual patterns or delayed certifications
- Real-time insights into access entitlements and campaign status
- Build-in audit trails aligned to regulatory frameworks



Maximize the Value of Your Microsoft Investment

Microsoft Entra is purpose-built to power the modern enterprise with a unified, Zero Trust-aligned approach to identity and access management. It protects every user, device, and resource--across cloud and on-prem environments.

Key Benefits

- **Secure Access**
Microsoft Entra provides adaptive, risk-based access controls and continuous monitoring--ensuring only the right individuals have the right access at the right time.
- **Simplified Management**
Integrated identity governance with automated policies and lifecycle workflows streamlines complexity while supporting decentralized business models.
- **Operational Efficiency**
By consolidating identity silos into a single, cloud-native platform, Entra reduces manual effort, lowers administrative costs, and accelerates self-provisioning across hybrid ecosystems.

Unlock the Power of Microsoft Entra P1 and P2 Licenses

Leverage premium features such as **access reviews**, **entitlement management**, **risk-based conditional access** and **identity protection**--to gain deeper visibility, strengthen compliance, and drive intelligent security automation.

IBM: Delivering Agentic IAM at Enterprise Scale

IBM has helped global organizations modernize identity for decades--now we're taking the lead in **AI-first identity governance**. With AskIAM, we bring a bold new paradigm.

Why IBM?

- Deep expertise in IAM, cybersecurity, and generative AI.
- Scalable implementations across highly regulated sectors.
- Product-agnostic, value-led solutions aligned to your roadmap
- Continuous innovation with human-centered design and AI-powered automation

Ready to Modernize Access?

Step into the future of identity and access management--powered by Agentic AI, enabled by Microsoft Entra delivered by IBM

➤ Learn More: [Identity and Access Management | IBM](#)

© Copyright IBM Corporation 2025

IBM Corporation
New Orchard Road
Armonk, NY 10504

Produced in the
United States of America
April 2025

IBM, the IBM logo and IBM Consulting are trademarks or registered trademarks of International Business Machines Corporation, in the United States and/or other countries. Other product and service names might [be trademarks of IBM or other companies. A current list of IBM trademarks is available on ibm.com/trademark.](#)

This document is current as of the initial date of publication and may be changed by IBM at any time. Not all offerings are available in every country in which IBM operates.

All client examples cited or described are presented as illustrations of the manner in which some clients have used IBM products and the results they may have achieved. Actual environmental costs and performance characteristics will vary depending on individual client configurations and conditions. Generally expected results cannot be provided as each client's results will depend entirely on the client's systems and services ordered.

It is the user's responsibility to evaluate and verify the operation of any other products or programs with IBM products and programs.

THE INFORMATION IN THIS DOCUMENT IS PROVIDED "AS IS" WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTY OR CONDITION OF NON-INFRINGEMENT.

IBM products are warranted according to the terms and conditions of the agreements under which they are provided.

Statement of Good Security Practices: No IT system or product should be considered completely secure, and no single product, service or security measure can be completely effective in preventing improper use or access. IBM does not warrant that any systems, products or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

