

In-Depth Interview with Bridgesoft's CEO & CTO

ABOUT THE INTERVIEWER

David Lee is the founder and author of Identity Jedi Newsletter, a practitioner-first IAM media platform focused on real-world identity challenges not vendor narratives or analyst frameworks.

Why This Matters:

David Lee's 22-year track record positions him as one of the most credible independent voices in enterprise IAM. Identity Jedi operates on a vendor-neutral basis—no vendor reviews newsletter content before publication. This means the article represents a practitioner's genuine assessment, not a marketing collaboration.

ABOUT IDENTITY JEDI NEWSLETTER:

Identity Jedi is a leading practitioner-focused publication covering enterprise IAM challenges, strategy, and real-world implementation insights.

KEY DISCUSSION TOPICS FROM THE INTERVIEW:

The interview with Bridgesoft's CEO (Som C) and CTO (Srinivas) covered several critical IAM topics:

- **IGA Commoditization & Market Evolution** – How the IGA market is shifting from \$2M implementations to faster, cost-effective solutions
- **Onboarding Velocity as a Competitive Advantage** – Why the ability to rapidly bring applications under governance matters more than feature richness
- **Legacy Platform Migration Risks** – How to move from 15-year-old systems without creating new compliance or security gaps
- **Operational Cost Reduction** – Where the 47% cost reduction came from and why it reflects structural change, not optimization
- **Unified Governance for Human & Non-Human Identities** – Managing people, systems, and AI workloads on a single platform

CASE STUDY:

Scaling from 17 to 80 Applications: IGA Transformation for a Global Airline

CLIENT INFORMATION:

Industry: Aviation / Airline

Organization Size: Large Enterprise (Global Operations)

Solution Partner: Bridgesoft

Third-Party Validation: Identity Jedi Newsletter (David Lee, Field CTO at Saviynt)

EXECUTIVE SUMMARY:

This global airline significantly accelerated its Identity Governance and Administration (IGA) program, moving from a legacy environment that onboarded only 17 applications over 15 years to onboarding nearly 80 applications in just 4 months. By modernizing its IGA approach with configuration-driven implementation and prebuilt integration capabilities, the organization reduced implementation complexity, decreased resource dependencies, and achieved a reported 47% reduction in annual IAM operating costs. This success story was documented and validated by David Lee, Field CTO at Saviynt and founder of the practitioner-focused Identity Jedi Newsletter.

The Challenge with Legacy IGA

Over approximately 15 years, this international airline had built its identity environment around a legacy IGA platform. During that extended period, the organization had successfully onboarded only 17 applications.

The environment was characterized by:

- Complex application integrations requiring specialized technical expertise
- Heavy reliance on legacy system dependencies and customizations
- Significant infrastructure management overhead
- Custom workflows and specialized resource requirements for each integration

Business Impact of Slow Onboarding

As the airline's application portfolio grew, the limitations became increasingly apparent:

- **Governance Coverage Gap:** Applications outside the governance framework created visibility and control gaps, particularly for systems handling sensitive or regulatory-relevant information
- **Resource Bottleneck:** Dependency on specialized resources with both identity platform and application expertise limited onboarding capacity
- **Scalability Crisis:** The pace of application onboarding could not match the speed at which the business required governance coverage
- **Rising Costs:** Infrastructure maintenance, custom development, and specialized resource requirements drove increasing operational expenses

OBJECTIVES:

- Significantly increase application onboarding velocity to extend governance coverage across the entire application portfolio
- Reduce dependency on highly specialized resources through configuration-driven implementation approaches
- Minimize integration complexity and custom development requirements
- Reduce overall IAM operating costs through modernized architecture and implementation approach

SOLUTION:

The airline selected Bridgesoft Identity Gateway, which addressed the core challenges through:

- ***SaaS-Based Architecture:***
Eliminated significant infrastructure planning, maintenance, and upgrade responsibilities, allowing teams to focus on identity processes and application integration rather than platform operations.
- ***Multiple Integration Methods:***
Support for REST, SOAP/Web Services, JDBC/SQL, FTP, LDAP, Messaging Queues, and SCIM enabled organizations to connect with applications, directories, databases, service providers, and other endpoints using different integration approaches
- ***Configuration-Driven Implementation:***

Reusable patterns and configuration-based onboarding reduced custom engineering requirements and treated integrations consistently rather than as completely new engineering projects each time

- **Reduced Specialized Resource Dependency:**
The platform was designed to reduce dependency on highly specialized personnel, making application onboarding more scalable and less constrained by resource availability

RESULTS AND IMPACT:

Quantifiable Results

Metric	Legacy Environment	With Bridgesoft
Applications Onboarded	17 applications	~80 applications
Timeline	~15 years	~4 months
Cost Reduction	Baseline	47% annual IAM cost reduction

Process & Operational Impact:

- **Expanded Governance Coverage:** The organization significantly increased the number of applications brought under governance, expanding visibility into identities and entitlements across the enterprise
- **Reduced Complexity:** Application onboarding became more repeatable and consistent, reducing the need to treat each integration as a unique engineering challenge
- **Improved Scalability:** Onboarding capacity increased significantly without proportionally increasing resource requirements or specialized personnel needs
- **Unified Governance:** Single platform for managing human identities, non-human identities, and AI workloads—essential for modern enterprises
- **Lower Operating Costs:** Reduced infrastructure overhead, minimized custom development, and decreased dependency on specialized resources led to substantial cost savings

Conclusion:

- IGA value is measured by governance coverage, not just platform features
- Removing integration barriers directly enables faster application onboarding
- Configuration-driven approaches scale more effectively than custom-engineering-heavy models
- Modern IGA evaluations should emphasize onboarding velocity alongside feature sets

ABOUT THIS CASE STUDY

This case study is based on an in-depth interview conducted by David Lee, Field CTO at Saviynt and founder of the Identity Jedi Newsletter. The interview represents an independent practitioner's assessment of the Bridgesoft implementation—not a vendor-produced marketing piece.