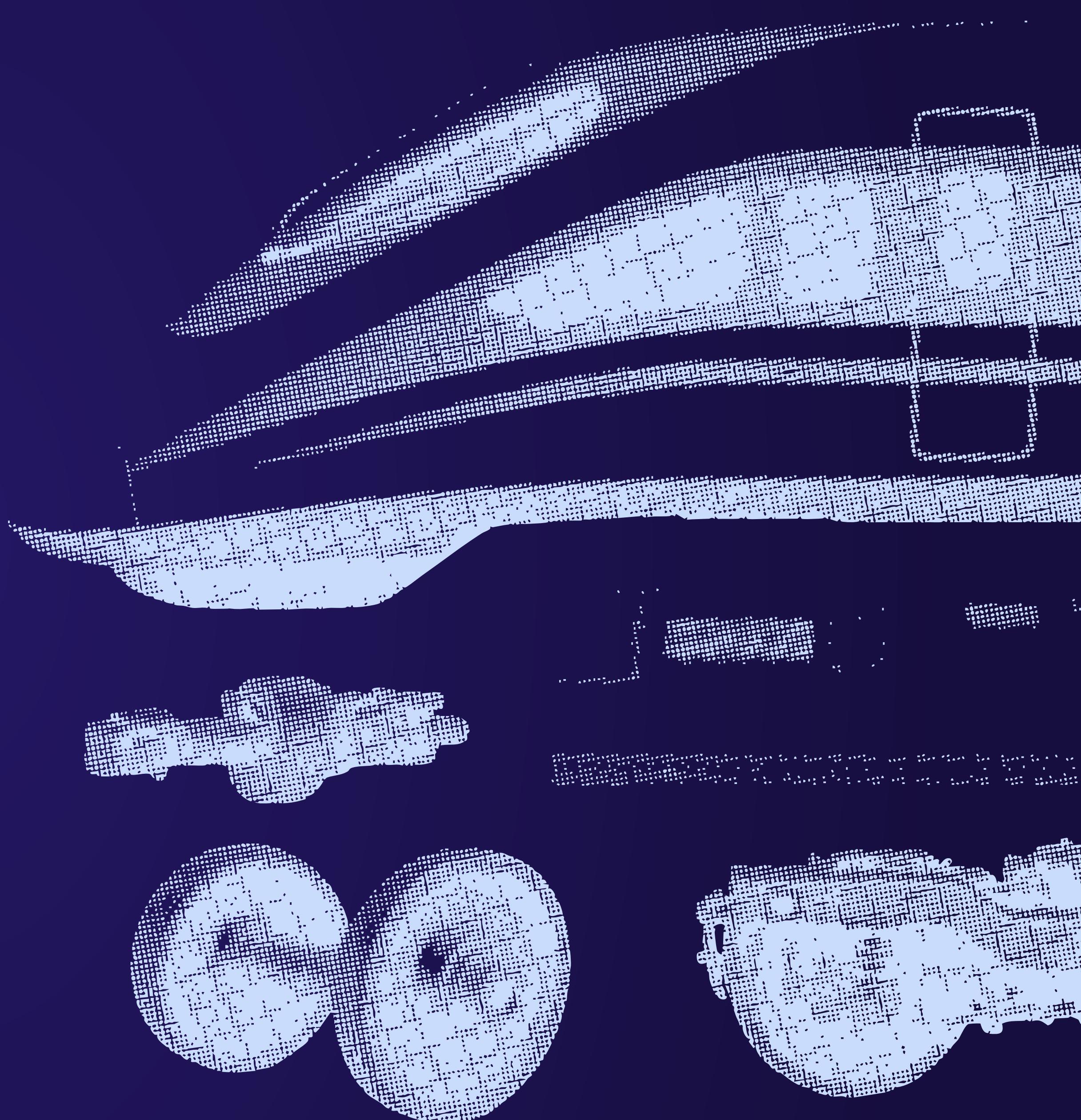


# Identity Governance at the Inflection Point

What 2025 cross-customer data reveals about modern identity governance—and what it takes to scale for the agentic era

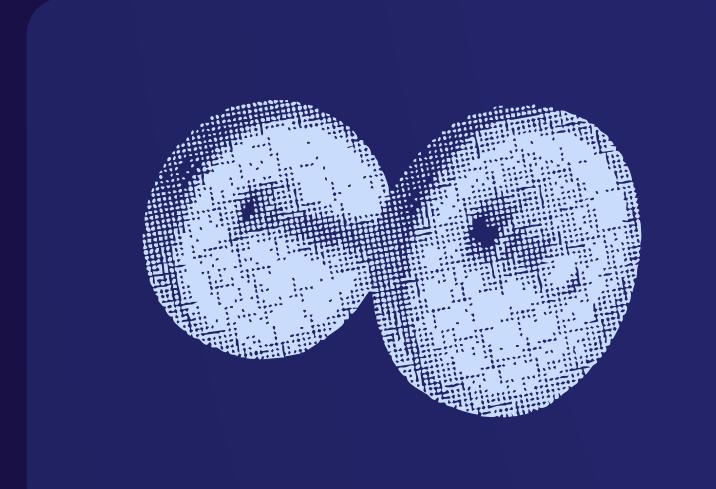
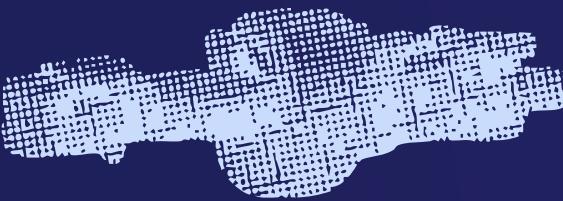


## EXECUTIVE SUMMARY

Identity governance is at an inflection point, and this data shows organizations are already preparing for what comes next. Across 2025, anonymized cross-customer data from ConductorOne shows how organizations govern identity at scale today—and prepare for AI agents, non-human identities, and continuous access decisions.

Organizations are processing high-velocity access changes and completing large-scale compliance reviews with automation handling the overwhelming majority of routine work.

Humans increasingly operate in an oversight role, defining policy, reviewing exceptions, and maintaining control as systems act continuously.



## AT THE MEDIAN:

**~98%**  
of access requests were automated

**~20**  
applications were integrated into governance workflows

**~21,000**  
identities were actively governed per organization

**90%**  
of access review tasks were completed in under five days

**These outcomes appear consistently across financial services, healthcare, consumer platforms, infrastructure providers, and large enterprises.**

# Agentic AI and non-human identities have pushed identity governance into a new role.

 Identity is no longer just a gatekeeper for logins or a compliance checkpoint. It has become the control plane for who and what can act across systems.

## This report captures that inflection point.

It shows how organizations are already operating today, what “normal” now looks like for modern IGA, and how ConductorOne enables teams to govern identity at the speed and scale this new era requires.

## DATA COLLECTION AND SCOPE

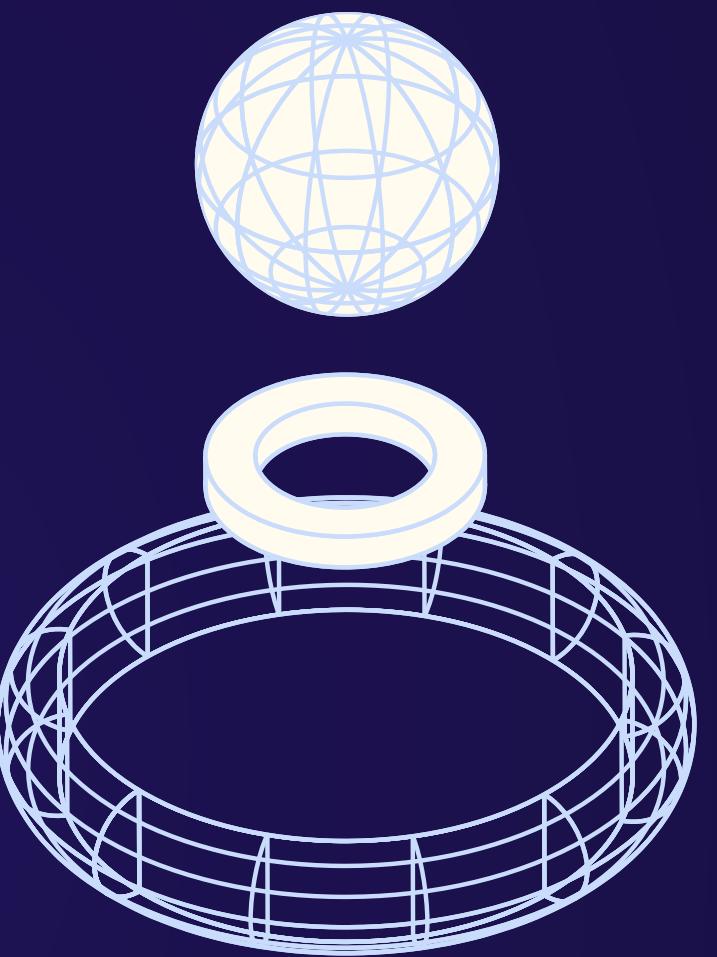
This report is based on aggregated, anonymized cross-customer data collected from the ConductorOne platform over the 2025 calendar year.

The dataset reflects real production identity governance activity across a broad range of industries and company sizes.

No customer-identifiable information was included.

The analysis focuses on how identity governance operates at scale as automation increases and non-human identities become more prevalent.

## Specifically, we examined:



### Identity and application scale

Number of applications integrated and total identities governed, including user, service, and system accounts

### Access activity and automation

Access grants and revocations, with automation measured as the percentage approved and provisioned automatically through policy and integrations

### Access reviews

Volume of certification decisions, campaign completion timelines, and on-time completion rates

### Operational trends

Month-over-month patterns across grants, revocations, and certifications

**Results are primarily reported using median values to reduce the influence of extreme outliers and better represent typical organizational behavior.**

Automation rates reflect end-to-end execution through policy-driven workflows, with humans focused on oversight and exceptions rather than manual execution.

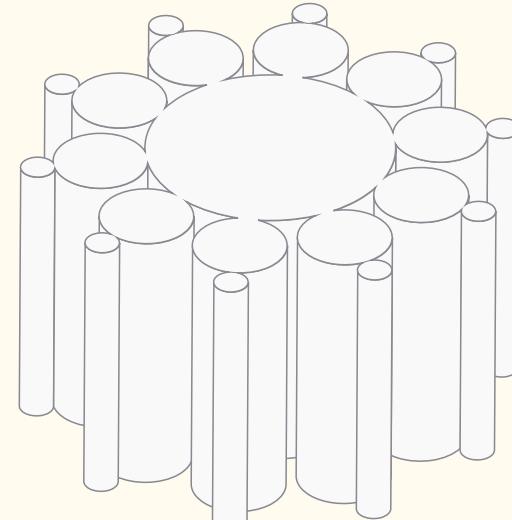
**Together, these methods capture how modern identity governance is already operating today:** continuously, at scale, and enforced through policy and automation rather than periodic, manual processes.

# The Inflection Point

## Identity Becomes the Control Plane

This report matters because it documents the moment identity governance stops being episodic and becomes continuous.

**Agentic AI accelerates three forces that are already visible in the data.**



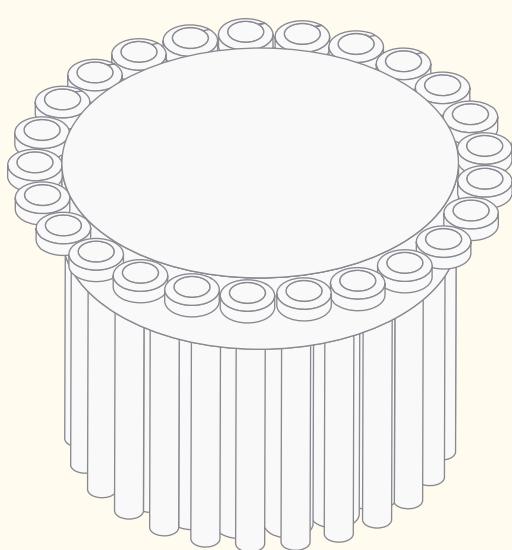
### More actors

Across the dataset, organizations consistently governed hundreds to thousands of service accounts, and in some segments, non-human identities made up a meaningful share of total accounts.

AI-native companies showed the most dramatic shift, with anywhere from 30-80% of identities classified as non-human in some environments.

Even traditional industries surfaced large populations of machine identities tied to infrastructure, automation, and integration tooling that previously sat outside formal governance.

The data shows identity growth is now driven significantly more by software than by headcount.



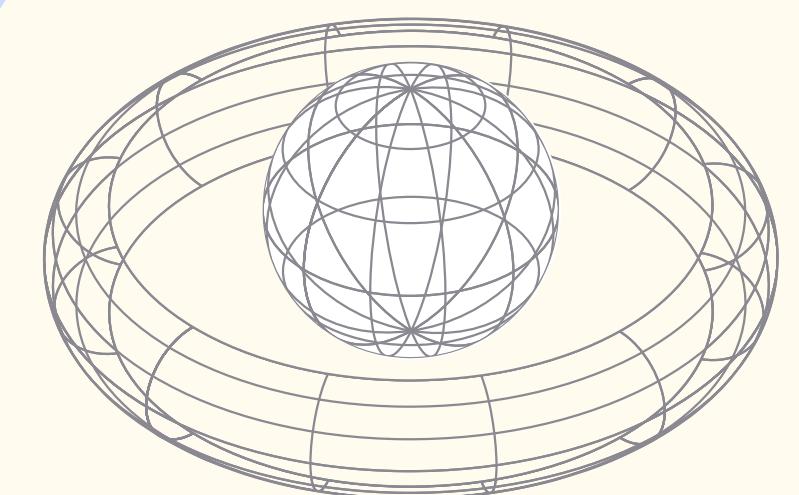
## More actions

**Access is no longer a static decision. In 2025, organizations processed access at volumes that make periodic, manual governance untenable:**

- Median organizations processed hundreds of access grants per year, with means skewed higher by high-growth companies handling thousands to tens of thousands
- Fintech and enterprise platforms executed tens of thousands of grants and revocations, often alongside massive compliance campaigns
- One organization completed over 1.1 million access review decisions in a single year

These actions are the steady operational rhythm of modern environments, not just exceptional events.

**The data shows that when access becomes continuous, governance must become continuous as well.**



## Less tolerance for friction

**The final shift is operational. Across the dataset, organizations are deliberately reducing human effort in identity workflows by pushing decisions into policy and automation.**

Organizations that extended automation further:

- Fulfilled the vast majority of access requests without human involvement
- Completed access review campaigns in days rather than weeks
- Maintained continuous audit readiness without slowing business operations

**Other organizations chose to keep more human checkpoints in place, typically for policy, regulatory, or risk reasons.**

In these environments, review campaigns ran longer and involved more human oversight, but still benefited from automated workflows, reminders, and enforcement that significantly reduced effort compared to legacy approaches.

**As more work is executed by software and agents operating at machine speed, the data shows a clear trend: teams are increasingly designing identity governance to minimize human tasks while preserving control through policy.**

# What the data shows about modern IGA

Across industries and company sizes, the cross-customer data points to a consistent conclusion: Identity governance now operates as an always-on control plane, not a periodic process.



ConductorOne enables this shift by allowing organizations to:

- Centralize identity data across SaaS, cloud, and infrastructure
- Enforce access decisions through policy-driven automation
- Provision and revoke access at scale via integrations
- Run access reviews that can complete, even at extreme scope



## VERTICAL INSIGHTS

# How different industries govern identity today

## Tech & SaaS

Cloud-native software companies showed some of the strongest automation outcomes.

**~27** APPLICATIONS

Median ~27 applications integrated in 2025

**~19,000** IDENTITIES

Median ~19,000 identities governed

**~99%** ACCESS REQUESTS

~99% of access requests automated

These organizations treat identity as an engineering problem. Access is provisioned and revoked through integrations and policy, not tickets. Reviews are scoped, frequent, and designed to complete without disrupting delivery.

At the high end, outliers demonstrated governance at extreme scale, integrating hundreds of applications and millions of identities, illustrating that modern IGA architectures can scale far beyond traditional assumptions.

## AI-native companies

AI-focused organizations operate with small human teams and outsized machine identity populations.

**~11,700** IDENTITIES

Average ~11,700 identities

**~98%** IDENTITIES

~98% automation adoption

Non-human identities often 5-15% at median, significantly higher in some environments

AI-native companies use ConductorOne's policy engine to automate identity governance from the outset, minimizing the number of tasks that require human involvement in certification campaigns.

Access decisions are enforced continuously through policy, with humans overseeing exceptions and high-risk changes. For this segment, identity governance is inherently automated and designed to operate at machine speed.

## VERTICAL INSIGHTS:

## Fintech & financial services

Financial services faced the heaviest identity workloads.

**~31**

APPLICATIONS

Median ~31 applications integrated in 2025

**~25,000**

IDENTITIES

Median ~25,000 identities, with means much higher

**Massive compliance campaigns, including hundreds of thousands to over one million review tasks**

Leading fintech organizations reduced operational overhead by implementing ConductorOne's automation and policy engine more extensively. By auto-provisioning the majority of access changes and enforcing controls through policy, these teams handled regulatory-scale identity workloads without proportional increases in human effort.

Organizations that applied automation more selectively still achieved strong outcomes, but required additional human oversight to manage volume. The data highlights how deeper adoption of policy-driven automation directly correlates with lower operational burden at scale.

## Health & life sciences

Health and life sciences organizations showed cautious but structured governance patterns.

**Moderate app integration**

**Lower access change volume**

**Heavy reliance on scripted, automated provisioning for permitted actions**

Certification campaigns tended to run longer, reflecting layered approval structures. However, when access changes occurred, automation was often absolute, minimizing risk in sensitive environments.

## Consumer & marketplace companies

Consumer-facing organizations demonstrated how governance can scale without friction.

**Large identity populations driven by workforce and service accounts**

**Fewer applications integrated on median**

**~99%**

AUTOMATION RATES

~99% automation rates

These companies completed audits quickly, often in under a week, and used automation to keep access governance from becoming an operational bottleneck.

## COMPANY SIZE INSIGHTS

# Scale changes the shape, not the outcome

## SMBs (<200 employees)

MEDIAN

MEDIAN

**~9,700**

Median ~9,700 identities

**~18**

Median ~18 applications integrated in 2025

**~94% automation**, with many exceeding 99%

Access reviews completed in **~2-3 days**

**Small teams automated early, using ConductorOne's policy engine from the start to eliminate low-level access tasks.**

With limited headcount, these organizations relied on automation to keep identity governance from becoming a bottleneck, allowing humans to focus on oversight and exception handling.

Across this segment, identity programs operated with a high degree of autonomy, demonstrating that modern IGA can be both lightweight and highly controlled when automation is embedded from day one.

## Mid-Market (200-1000 employees)

MEDIAN

**~26,500**

Median ~26,500 identities

MEDIAN

**~22-23**

Median ~22-23 applications integrated in 2025

**~99.9% automation**

## Enterprise (1000+ employees)

MEDIAN

**~118,000**

Median ~118,000 identities

MEDIAN

**~55**

Median ~55 applications integrated in 2025

**~98.5% automation**

**Mid-market organizations showed some of the strongest results, balancing scale with agility.**

Automation allowed them to handle enterprise-level complexity without enterprise-level headcount.

**Despite complexity, most enterprises automated the vast majority of access workflows.**

Exceptions reflected policy choices or legacy systems, not technical limits.

Many enterprises completed large-scale review campaigns in under a week using automation and reminders.

## WHAT THIS MEANS FOR THE STATE OF IGA

**The data shows organizations that implement C1 are actively re-architecting identity governance for the agentic era.**

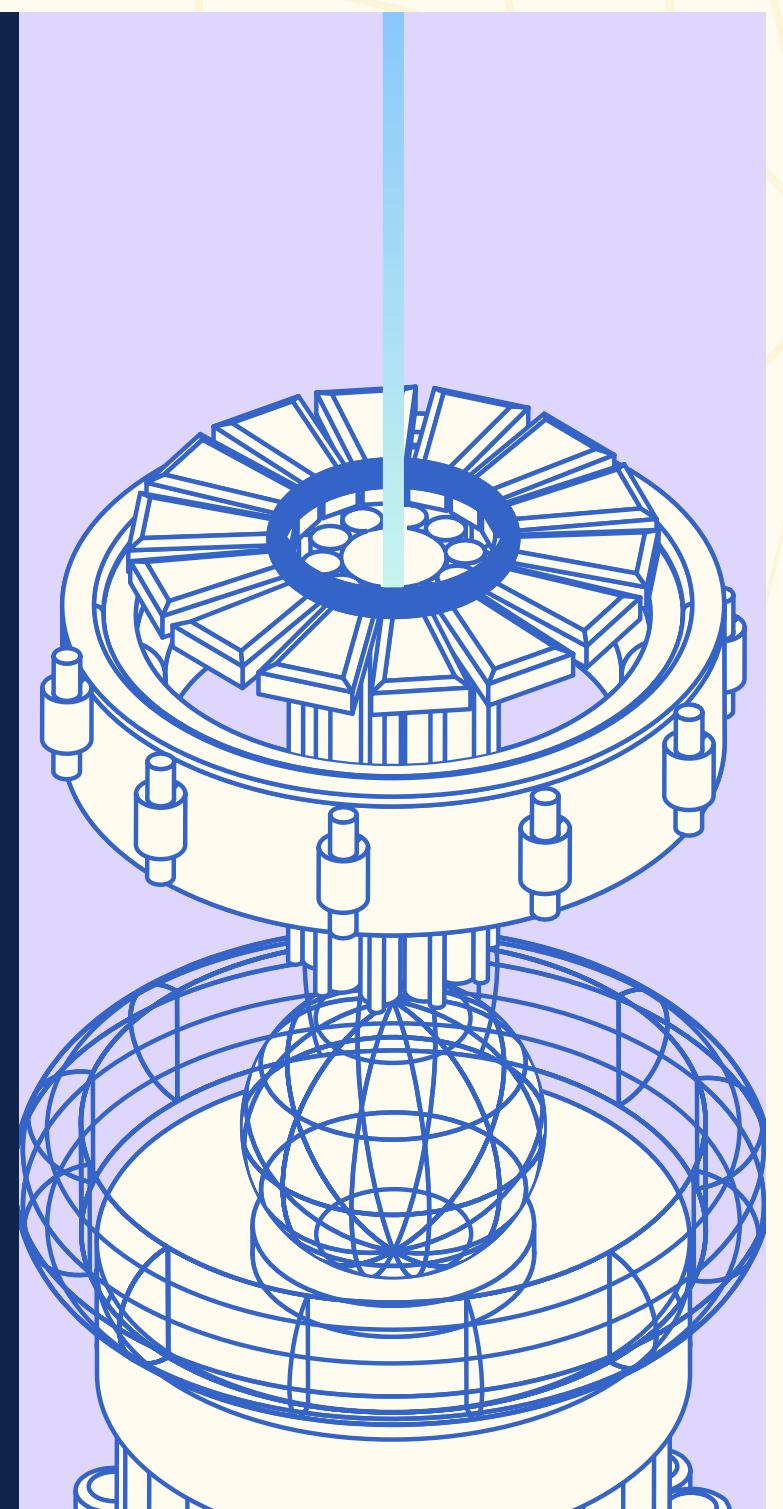
**As identity populations grow and agentic systems act continuously, teams are shifting routine enforcement into policy and automation, with humans focused on oversight, judgment, and exceptions.**

The organizations represented in this dataset are already operating this way, using ConductorOne to scale governance without increasing human toil.

**This is the inflection point the report captures.**

Identity governance is no longer a background compliance activity. It is the control plane that determines how safely and efficiently work happens across people, software, and AI agents.

ConductorOne enables this reality by making identity governance automated, scalable, and auditable by default.



# Identity Governance at the Inflection Point

Learn more at  
[ConductorOne.com](http://ConductorOne.com)

