

Scaling secure workspace governance with Fastman

A leading California-based insurance provider relies on OpenText Content Management to manage unstructured content and organize policy data through Business Workspaces.

This structured approach created a centralized and reliable information environment. However, as the organization evolved and onboarded new clients, the underlying permission model became increasingly complex.

>> A structured environment - under increasing pressure

As the Content Management environment expanded, managing permissions across Business Workspaces **became more demanding**. New clients brought new requirements. Workspace structures evolved. Large volumes of content required updates. At the same time, **strict client-level data segregation** had to be maintained, ensuring that each client could only access their own policy information.

In parallel, **audit expectations increased**. The organization needed to demonstrate, at any time, that permissions were correctly configured and aligned with internal policies.

Without the right tools, this created a **significant operational burden**. Applying bulk changes across **millions of records** required **time-consuming manual effort** or **custom development**, while verifying access rights for audit purposes remained complex and resource-intensive.

Permissions were no longer just an administrative task - they had become a governance challenge.

>> Bringing structure back to permission management

To regain control, the customer implemented **Fastman Permissions Manager**.

The solution provided a structured and scalable approach to permission management across Business Workspaces. Using Advanced Search and Collections, administrators could identify and group content at scale, then apply standardized permission changes in a controlled and consistent way.

With Permissions Manager running in virtual mode, updates could be executed safely across large volumes of records, ensuring accuracy without introducing risk. This approach eliminated the need for custom development and transformed permission management into a repeatable, governed process.



From weeks to minutes

With Fastman in place, bulk permission updates that previously required weeks of effort could **now be completed in just a few minutes**.

Administrators gained the ability to apply consistent permission models across the repository, ensuring that access remained **aligned with policy even as the organization evolved**.

At the same time, internal audit teams benefited from real-time visibility into effective permissions. Instead of relying on manual reporting, they could instantly validate access rights - improving both efficiency and confidence in compliance.

Stronger governance, lower risk

The customer achieved immediate and measurable improvements:



Significant reduction in time required for bulk permission updates



Consistent and repeatable permission models across Business Workspaces



Secure client-level data segregation maintained at all times



Real-time visibility into access rights for audit and compliance



Reduced operational burden on IT teams

Permission governance became faster, safer, and easier to manage.

A stronger foundation for growth

By adopting Fastman Permissions Manager, the company transformed workspace governance from a complex, manual process into a **structured and scalable capability**.

The organization can now respond quickly to new business requirements, onboard clients with confidence, and maintain strict control over sensitive data - all while ensuring audit readiness at any time.

In a sector where compliance and trust are critical, Fastman provides the foundation to manage permissions at scale, without compromising control.