

Making permissions management easy, efficient, and audit-ready

Client overview | Supporting growth in the Black Sea region



The **Black Sea Trade & Development Bank (BSTDB)** is an international financial institution headquartered in Thessaloniki, Greece. Through project finance lending, guarantees, and equity participation, the bank supports economic development and regional cooperation in the Black Sea region.

For over 14 years, BSTDB has relied on **OpenText™ Content Management** to manage back-office documents and records. With a steady flow of interns, temporary staff, and consultants moving between roles and departments, ensuring correct access rights had become a daily challenge for the IT team.

>> The challenge: keeping pace with change

Constant staff turnover meant permissions had to be updated frequently. Without the right tools, managing access rights became time-consuming and frustrating.

"We had lots of permissions questions from our users and maintaining access rights was becoming a significant overhead for our IT department."

Markos Dolopikos, Principal Officer, IT Group — BSTDB

Standard Content Management functionality was limited, often forcing IT staff to create test accounts just to confirm what a user could access. The bank needed a smarter way to keep permissions accurate and secure.

>> Discovering Permissions Manager

As part of the international records management community, BSTDB first learned about Fastman Permissions Manager through a peer organization already using it successfully.

"I was given a quick demo at a community meeting — I was immediately impressed!"

Markos Dolopikos, Principal Officer, IT Group — BSTDB



A few months later, BSTDB implemented Permissions Manager themselves. Setup was fast and straightforward, with Fastman available on-call whenever questions arose.

Making Permissions Management simple

With Permissions Manager in place, BSTDB can now:

- ✓ Proactively manage access rights
- ✓ Validate that users have the right access - no more, no less
- ✓ Spot and fix inconsistencies before they become risks

The impact was immediate:

- ✓ Permissions-related helpdesk calls dropped dramatically
- ✓ End-user frustration was reduced
- ✓ Compliance became easier to demonstrate

"Thanks to Permissions Manager we are now able to prove our compliance almost immediately whenever audits take place."

Features that made the difference

-  **Replace User**
Simplifies onboarding of new contractors by replicating access rights from predecessors.
-  **Copy Permissions**
Quickly duplicates object permissions from one user or group to another.
-  **Effective Permissions Check**
Provides instant visibility into who has access to what.

These capabilities have helped BSTDB standardize their permissions model, reduce manual work, and strengthen governance.

A Stronger, more secure future

By adopting Fastman Permissions Manager, BSTDB has transformed permissions management from a daily headache into a streamlined, reliable process. Their IT team can now focus on supporting the business rather than firefighting access issues, while the bank maintains confidence that sensitive information remains protected and compliant.