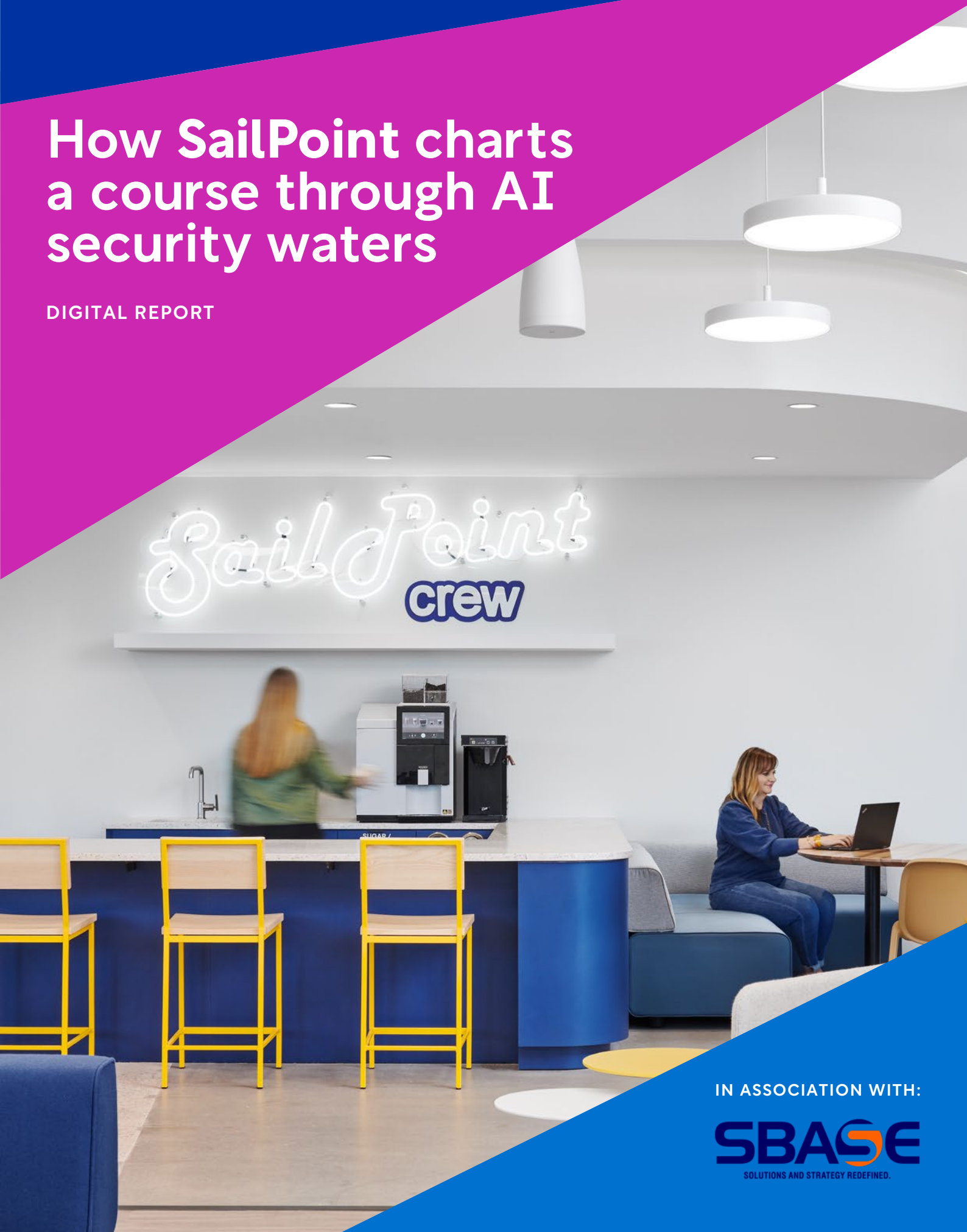
SailPoint

How SailPoint charts a course through AI security waters

DIGITAL REPORT



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HOW SAILPOINT CHARTS A COURS THROUGH AI SECURITY WATER

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SailPoint CIO Sree Kancharla on how the identity security firm balances technology innovation with protection measures as AI cybersecurity threats evolve

The enterprise security landscape has undergone fundamental shifts in recent years. Traditional perimeter defences have eroded as organisations migrate to cloud services, adopt hybrid work models and integrate third-party vendors into core operations. This evolution has placed identity management at the centre of security strategy for most enterprises.

Identity-based attacks continue to rise, accounting for 64% of all security incidents according to recent research. And with credential compromise the cause of most data breaches, the scale of compromised credential attacks makes identity one of the broadest and most dangerous attack surfaces.

SailPoint has positioned itself at the intersection of innovation and security in the identity management sector. The firm provides unified identity data solutions designed to address the growing complexity of enterprise security challenges in this changing environment.

"Our offerings leverage highly advanced technology, AI and ML to maximise the value received by our customers and streamline their operations to provide a stronger identity security posture," says Sreeveni Kancharla, Chief Information Officer at SailPoint.

SREEVENI KANCHARLA

TITLE: **CHIEF INFORMATION OFFICER**

COMPANY: **SAILPOINT**

As SailPoint's Chief Information Officer, Sree Kancharla brings over 20 years' experience as a transformational leader driving operational excellence and enterprise modernisation. She spearheaded an enterprise-wide transformation initiative, embedding intelligent automation to eliminate manual processes.

Previously, as CIO at Coalfire, she improved service efficiency through automation whilst establishing scalable systems supporting rapid growth. She has held strategic roles at User Testing and FireEye/Mandiant.

Sree's impact includes architecting AI-driven strategies, championing international standardisation, advancing customer advocacy and positioning organisations for IPO readiness. Her "Customer Zero" initiatives have accelerated product innovation and enhanced customer-centric models.

She holds a Master's degree in computer science and applied mathematics.

Sreeveni Kancharla,
CIO,
SailPoint

Recent innovations from SailPoint include Machine Identity Security for managing non-human identities and Non-Employee Risk Management solutions for handling third-party identities such as contractors.

With solutions like these, the firm maintains a sharp focus on addressing identity security challenges through unified approaches. “SailPoint remains focused on helping our customers solve their identity security challenges, harnessing the power of unified identity data and a unified identity platform,” Sree notes.

A transformation-focused leadership journey

Sree’s career trajectory to the CIO role was built on a foundation of business transformation expertise. “Throughout my career, I have focused on driving business transformation, scaling IT operations to support organisational expansion and aligning technology with business objectives to increase revenue,” she says.

Her leadership approach centres on transformation and empowering teams to embrace technological innovation. “I believe in inspiring and empowering

teams to embrace change, drive continuous improvement, and proactively adopt AI-powered solutions that enhance both customer and employee experiences."

One of Sree's signature initiatives was implementing a Customer Zero programme during her first year at SailPoint. "I strongly believe in being an internal customer first, which led me to launch the Customer Zero programme within my first year," she explains.

This approach ensured the company used its own solutions internally before deployment to customers.

> **"By using our own solutions internally, we became the voice of the customer"**
>
> **SREEVENI KANCHARLA,**
> CIO,
> SAILPOINT

"By using our own solutions internally, we became the voice of the customer, enabling us to share real-world learnings, drive continuous refinement, and ensure that our technology truly meets business needs."

SailPoint's digital transformation prioritises identity security

Digital transformation projects face numerous challenges, with security gaps often emerging when security considerations follow rather than guide the process. SailPoint has navigated these challenges by placing identity security at the core of its transformation strategy from the outset.

"As a CIO, digital transformation is more than just implementing new technologies," Sree explains. "It's about fundamentally reshaping how an organisation operates competes and delivers value."

For transformation to succeed, multiple components must work together.

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IT Operations is notorious for having a lot of tooling that is the best of breed and fits a particular niche in the technology stack. None of those systems talk to one another, and a Sev1 issue in production is a nightmare to deal with, with no context unified in a single system from all those best of breed solutions. The business is not making money during that Sev1 issue, and that is what the business and Board cares about.

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SAILPOINT HARBOR PILOT: AI-POWERED AGENTS TRANSFORMING IDENTITY SECURITY

SailPoint has unveiled Harbor Pilot, a set of AI-powered digital agents designed to transform identity security operations. The new solution helps identity teams work smarter and respond faster through:

- **Documentation Q&A:** Provides instant access to identity security documentation using conversational prompts
- **Workflows Generator:** Creates optimised security workflows through natural language descriptions

SailPoint also plans to extend identity security to manage AI agents as a new identity type – addressing a growing need as 82% of organisations now utilise AI agents.

Achieving true transformation requires more than just technology: it demands strong executive alignment, business collaboration, effective change management and continuous user engagement from start to finish.

"One of the most critical factors in driving successful digital transformation is executive and business alignment," Sree asserts.

"Without a shared vision and commitment from leadership, transformation initiatives risk becoming siloed IT projects rather than strategic business drivers.

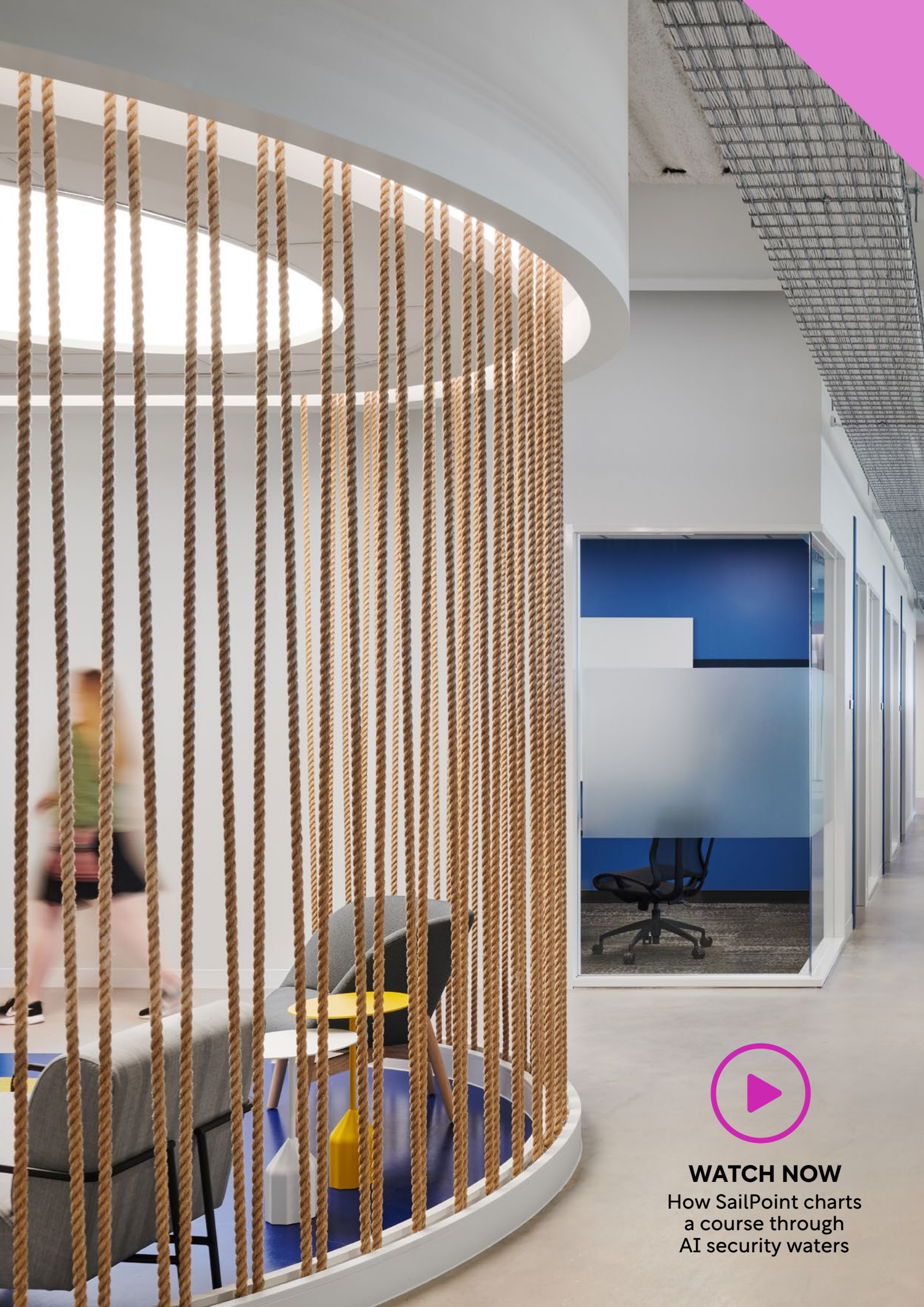
"When executives and business leaders are aligned from the outset, digital initiatives are tied directly to organisational goals, ensuring technology investments deliver tangible business value."

Change management plays an equally vital role in transformation success. SailPoint's approach includes developing strategies that help employees adapt to new processes. "A well-defined change management strategy ensures that employees understand, adopt, and champion new digital processes rather than resist them," she explains.

This human-centred perspective recognises the central role of personnel in transformation efforts. "People, not just technology, are at the heart of transformation, and without proper engagement, even the most sophisticated solutions can fail to achieve their intended impact."

Innovation addresses identity security challenges

The identity security landscape has grown increasingly complex as organisations expand their digital footprints. Machine identities – non-human accounts that enable automated processes and system-to-system communications – present particular challenges for security teams. Amid this increasingly complex attack surface, SailPoint has oriented its innovation strategy to address these evolving challenges.



WATCH NOW

How SailPoint charts a course through AI security waters

"AI-driven cybersecurity not only strengthens defenses but also enhances user experiences"

SREEVENI KANCHARLA,
CIO,
SAILPOINT

"To paraphrase SailPoint CEO, Mark McClain, we innovate to solve real enterprise security problems our customers are facing, and we do so by listening," Sree explains. "We listen to the market, the leading voices in our ecosystem and our customers, and we have a deep and clear understanding of where the market is today and where it's going."

As Sree describes, SailPoint was an early adopter of AI and machine learning in identity security. Today, the firm's offerings leverage these technologies to maximise the value received by its customers and streamline their operations to provide a stronger identity security posture.

"We recognise the critical opportunity AI represents to the most scaled and complex enterprise organisations and are committed to partnering with our customers to continue to provide solutions incorporating these advanced technologies to improve identity security at enterprise scale," she states.

The firm's AI-based solutions are built with practical business requirements in mind. "Our AI based solutions are scalable, adaptable, and cost-efficient and provide customers with enhanced detection, improved accuracy and efficiency, and an enhanced user experience that enables them to make better decisions faster."

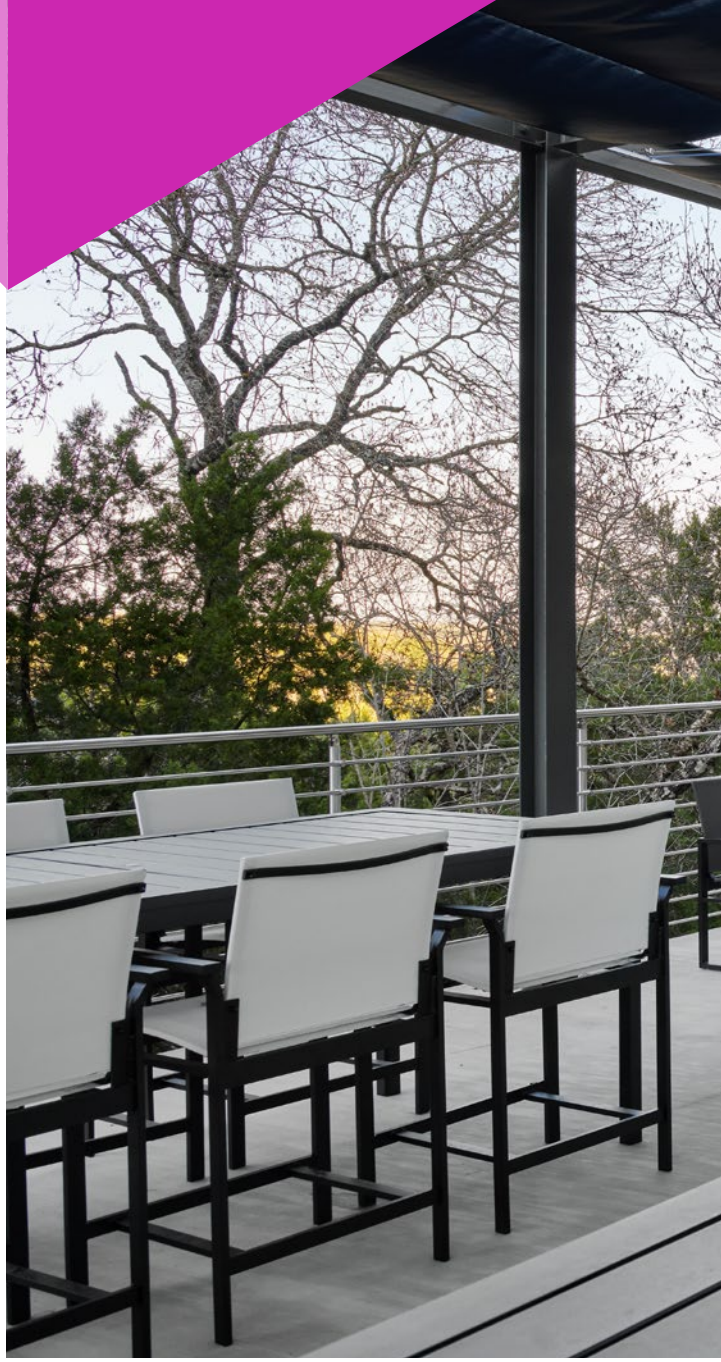
SailPoint approach balances transformation with security measures

Many enterprises struggle to implement digital initiatives while maintaining security, often treating them as competing priorities. This tension frequently results in either stalled innovation or increased vulnerability. At SailPoint, however, security and transformation are viewed as complementary forces rather than opposing ones, with identity management serving as the bridge between them.

"Handling transformation and security challenges requires a dual focus ensuring seamless business evolution while embedding robust security measures at every step," Sree explains.

Under her guidance, SailPoint has developed a framework where security – particularly identity security – forms the foundation for transformation efforts. "While digital transformation is about scaling technology, enhancing customer and employee experiences, and driving revenue growth, security – particularly identity security – must be foundational to these efforts," she says.

The company's approach begins with executive alignment, ensuring leadership shares a cohesive vision before projects launch.



"Successful transformation requires executive and business alignment from the start, ensuring IT initiatives directly support revenue growth, operational efficiency and customer experience," Sree emphasises.

User acceptance represents another critical success factor in SailPoint's methodology. "Technology adoption is only as strong as its user acceptance. A structured approach to change management, communication and training ensures smooth transitions and minimises disruption," she observes.

This practical experience gained from SailPoint's Customer Zero programme has reinforced SailPoint's conviction that traditional security approaches no longer suffice in today's landscape. "With identity becoming the new perimeter, protecting user access is more critical than ever in a highly connected digital environment," she states.

To address this constantly-shifting threat landscape, Sree advocates for Zero-Trust Architecture implementation. "Adopt a 'never trust, always verify' approach by ensuring continuous authentication and enforcing least-privilege access for all users, applications and devices," she advises.

Authentication strategies must also evolve beyond password-based systems. "MFA is no longer optional; it must be a default security measure. Moving toward passwordless authentication with biometrics or hardware keys enhances both security and user experience," she recommends.

For organisations seeking to strengthen their security posture, AI-driven identity threat detection offers significant advantages while privileged accounts – those with elevated access rights – require particularly robust protection.

Completing the security framework, lifecycle management automation ensures access rights remain appropriate throughout employment changes. "Automate identity lifecycle management to ensure employees, partners and contractors have the right access at the right time and that it's revoked immediately when no longer needed."

SailPoint sees AI future in cybersecurity development

As cyber threats grow in sophistication and volume, traditional security approaches are struggling to keep pace. Security operations centres face alert fatigue, with teams often overwhelmed by the sheer number of potential incidents requiring investigation. Meanwhile, attackers continue to deploy increasingly advanced techniques to bypass conventional defences. This environment has created fertile ground for AI to emerge as a transformative force in cybersecurity.

"I am most excited about AI's ability to revolutionise cybersecurity by making it more proactive, intelligent and autonomous," says Sree.

The potential for AI to transform threat detection represents one of the most promising applications. "Real-time analysis and predictive capabilities help identify and neutralise threats before they escalate," she explains. And for organisations implementing Zero Trust frameworks, AI offers substantial benefits through behavioural analysis. "AI enables continuous authentication and

“Identity is now the primary attack vector”

SREEVENI KANCHARLA,
CIO,
SAILPOINT

behavioral analytics, ensuring secure access without added friction,” she notes.

Resource constraints have historically limited security teams’ capabilities, but AI promises to alleviate these pressures. “AI reduces manual security tasks, accelerates incident response, and optimises IT workflows,” she observes, pointing to efficiency gains that allow human analysts to focus on higher-value activities.

These technologies have delivered tangible results for SailPoint beyond theoretical benefits. “Through digital transformation we were able to achieve major milestones for SailPoint: preparing SailPoint for IPO, accelerating revenue growth, improving customer experience, reducing financial closing time and scaling the organisation,” Sree shares.

Looking toward the horizon, Sree sees AI bridging the gap between security and business innovation – enabling organisations to be both secure and agile. “AI-driven cybersecurity not only strengthens defenses but also enhances user experiences,” she says, “reduces friction in authentication and supports digital transformation without compromising security.”

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