

# Group & User Self-Service Product Overview

## Join the group. Open the app.

The most common help-desk ticket is “I need access to an app.” With Avatier, it becomes a group request that the owner approves from a push notification. The app then appears in the requester’s My Apps, ready to launch with single sign-on.

### THE PILLAR

#### Pillar 1 of 5

Lifecycle & Access Governance  
Identity Anywhere™ platform

### BUILT FOR

#### CFO • CIO • CISO

Help Desk Director  
Director of Security

### WORKS WHERE PEOPLE WORK

#### Teams • Outlook • Slack

Web • iOS • Android  
Chrome • ServiceNow • 34 languages

### BY THE NUMBERS

## 1 in 4

help-desk tickets is an employee asking for access to an app<sup>1</sup>

## 40%

of all tickets are app access, permissions, and offboarding<sup>1</sup>

## 22%

of breaches begin with credential abuse, the #1 way in<sup>2</sup>

Sources are listed on the last page.

### THE SHIFT

## Same Request. A Very Different Outcome.

| The moment                                  | Today                                                    | With Avatier                                                                                     |
|---------------------------------------------|----------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| <b>A new analyst needs the finance apps</b> | Separate tickets for each app, each waiting in the queue | Her manager adds her to Finance-AP. The owner approves, and every finance app appears in My Apps |
| <b>A team moves to a new tool</b>           | IT assigns the app to people one by one                  | The app is assigned to the team’s group, so everyone in it gets access at once                   |
| <b>A project needs a distribution list</b>  | IT builds it by hand, often duplicating one that exists  | A guided wizard creates it, and the Group Redundancy Blocker stops the duplicate                 |
| <b>A contractor’s engagement ends</b>       | Their groups and app access linger until someone notices | The group expires on schedule, and their apps disappear with it                                  |
| <b>An auditor asks who approved access</b>  | IT reconstructs it from tickets and email                | Every request, approval, and change is already logged and reportable                             |

## WHY IT MATTERS

# 4 in 10 help-desk tickets are about access.

An analysis of more than 50,000 help-desk tickets across 30+ organizations found that app assignment alone is the single largest ticket type. Add permission changes and offboarding and it reaches 40% of the queue. That is exactly the work group self-service moves off the desk.

## TOP 10 HELP-DESK REQUESTS, SHARE OF ALL TICKETS

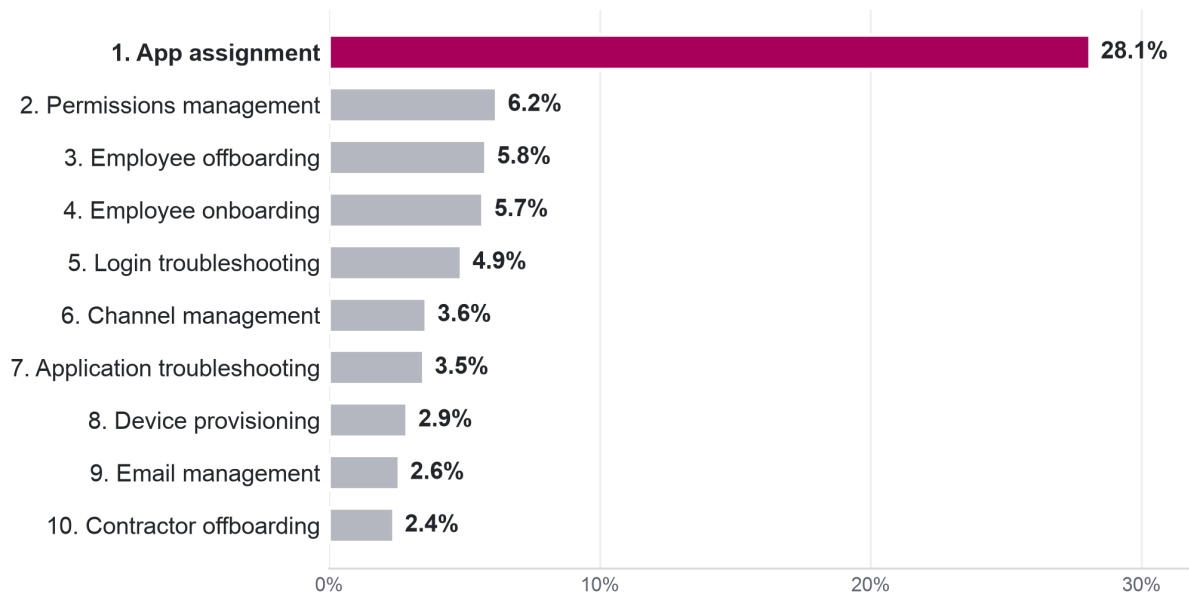
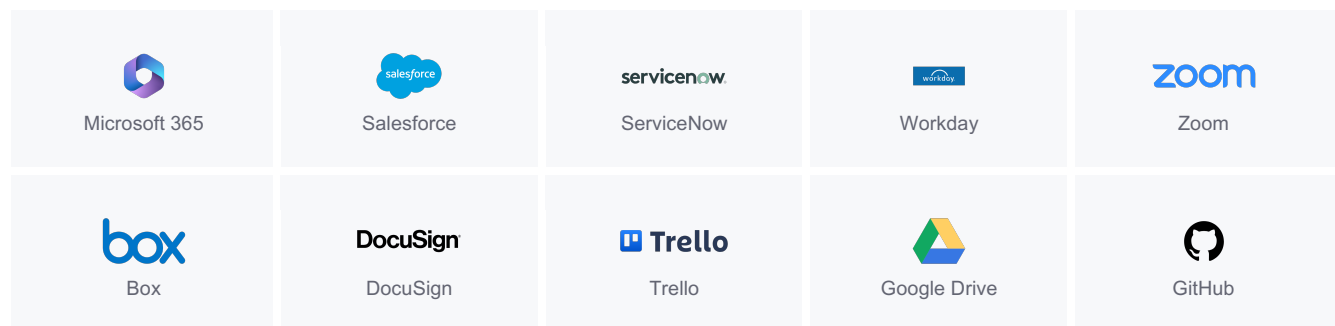


Fig. 1 Source: Fixify 2026 IT Help Desk Benchmark Report, 50,000+ tickets, Jan 2025–Feb 2026.<sup>1</sup>

## APPS DELIVERED THROUGH THE GROUP, READY IN MY APPS



App names are illustrative. Logos are trademarks of their respective owners.

## HOW IT WORKS

# Assign an app to a group once. Membership does the rest.

IT connects each application to the groups that should have it. From then on, getting someone into an app is a group membership change that the business can request, approve, and track on its own.

Microsoft and Azure group membership controls a person's role, their access to files, and their application access through single sign-on. That makes the group the natural place to grant, change, and remove app access.

|                                                                                                                                          |                                                                                                                                |                                                                                                                                                              |                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| <b>1. Request</b><br><b>Ask where you work.</b><br>An employee or manager requests the group from web, mobile, Teams, Outlook, or Slack. | <b>2. Approve</b><br><b>Owner taps approve.</b><br>Policy routes it to the right owner, who approves from a push notification. | <b>3. Access</b><br><b>Apps appear in My Apps.</b><br>Membership updates in AD and connected systems, and the group's apps show up ready for single sign-on. | <b>4. Prove</b><br><b>Every step is on record.</b><br>Who asked, who approved, and what changed is logged for audit automatically. |
|------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|

**Example.** Maria joins the Finance-AP group. Her owner approves in seconds. Box, TriNet Expense, Adobe, and FedEx Ship appear in her My Apps. Four apps, one group membership, zero tickets.

## WORKFLOW & APPROVALS

# Approvals at the speed of a notification.

Governance used to mean waiting. Avatier's workflow engine gets the right approval in seconds, wherever the approver is.

### EXAMPLE NOTIFICATION

#### Approve access to Finance-AP?

Maria C. requested membership. It includes Box, TriNet Expense, Adobe, and FedEx Ship.

APPROVE

DENY

**Policy picks the approver.** Approval chains are set once by group, request type, or risk: single step, multi-level, or owner plus security.

**One tap from a push notification.** Approvers get a push notification on mobile, Teams, or Outlook and approve or deny in a single tap.

**Requesters see the status.** Pending Requests shows where every request stands, so nobody calls the help desk to ask.

**Nothing stalls when people are out.** Proxy My Authority delegates approvals during time away, and backup owners keep groups moving.

## THE 12 GROUP FUNCTIONS

# Everything a manager can do without a ticket.

Each one is a menu item in Avatier today. Here is the moment each earns its keep, and who benefits.

| #  | FUNCTION                | THE MOMENT IT MATTERS                                                                                                               | WHO WINS             |
|----|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| 1  | Add Members             | A new hire joins Accounts Payable. Her manager adds her to Finance-AP from Teams, and her finance apps are waiting on day one.      | Manager · Help Desk  |
| 2  | Remove Members          | A contractor's engagement ends Friday. The owner removes them that day, and their app access ends with it.                          | CISO · Security      |
| 3  | Modify Group            | A project changes scope. The owner updates the group's description and settings without filing a ticket.                            | Manager              |
| 4  | Create Group            | A new product team needs its tools. The manager creates the group in a guided wizard, and the Redundancy Blocker stops a duplicate. | Manager · CIO        |
| 5  | Rename Group            | A reorg renames the department. The group name follows, so the directory stays clean and the audit trail stays intact.              | CIO · Help Desk      |
| 6  | Delete Group            | A project closes. The owner deletes its group, closing a dormant path into the project's apps.                                      | CISO                 |
| 7  | Change Group Expiration | An M&A integration team is set to expire in 90 days. Owners are notified and can extend it or let it retire on schedule.            | CISO · Auditors      |
| 8  | Add Owners              | A backup owner is assigned, so app requests keep moving while the primary owner is out.                                             | Manager · Help Desk  |
| 9  | Remove Owners           | An owner leaves the company. Ownership moves to a successor, so no group is left without someone accountable.                       | Director of Security |
| 10 | Bulk Assign Owners      | After a reorg, owners are assigned to hundreds of groups in one action instead of hundreds of tickets.                              | CIO · Help Desk      |
| 11 | Add Nested Groups       | The whole West Region sales team gets the CRM by nesting their group inside the CRM access group, within policy.                    | Manager · CIO        |
| 12 | Remove Nested Groups    | A nested group turns out to grant far more app access than intended. It is removed, and the inherited access goes with it.          | CISO · Security      |

## USER & ACCOUNT SELF-SERVICE

### And every account task, too.

**View My Account.** See your own account details at a glance.

**Pending Requests.** Track every request and approval in real time.

**Update Profile.** Keep your own attributes current, within policy.

**Enable Account.** Managers restore access for a direct report at once.

**Disable Account.** Managers cut off access the moment it should end.

**Delete Account.** Remove an account cleanly, with a full audit record.

**Rename User.** Update a user's name in the directory without a ticket.

**Update Direct Reports.** Managers keep reporting lines accurate.

**Move OU.** Relocate users in the directory without a ticket.

**Change Account Expiration.** Set end dates for contractors and temps.

**Proxy My Authority.** Delegate approvals during time away.

**Forgot Password.** Regain access on your own, verified with MFA.

## WHY AVATIER

### Self-service that cleans up after itself.

**Group Redundancy Blocker.** Duplicate groups are stopped before they are created, so self-service never multiplies the mess it was meant to fix.

**Flexible group management.** One experience covers Active Directory groups, Microsoft and Azure groups, and email distribution lists. Anyone can request membership or remove themselves from a group. Owners create groups, manage members, and delete groups they no longer need. Employees, contractors, and vendors all work from the same mobile app.

**Accountable ownership.** Every group has a named business owner. Add, remove, or bulk-assign owners in one step, so accountability sits with the people who know the members.

**Rule-based group management.** IT sets the rules once. Avatier prohibits new groups with similar names and members, enforces naming conventions, and removes redundant memberships, so every group that exists has a reason to.

**Expiration by design.** Set an expiration when a group is born. Owners are notified before it lapses, and groups that are no longer needed retire on schedule, taking their app access with them.

**Patent-pending Continuous Governance™.** Access is continuously reconciled to each user's role. Unauthorized members are flagged and stale memberships removed long after a request is approved.

FOR THE CISO

## Self-service without the risk.

|                                                                                             |                                                                                                            |                                                                                            |                                                                                                                      |
|---------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| <b>Approved.</b><br>Policy-driven approval chains gate every change before it takes effect. | <b>Least privilege.</b><br>Role rules and expiration keep access minimal, and temporary when it should be. | <b>Logged.</b><br>Every request, approval, and change is captured for audit and reporting. | <b>Certified.</b><br>SOC 2 Type II and ISO 27001 certified. Helps support NIST, SOX, HIPAA, and GDPR evidence needs. |
|---------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|

**“Self-service fails when it’s just a nicer way to ask IT. It works when the rules travel with every request.”** (Sam Wertheim, Avatier CISO; draft quote, pending approval)

BUILT FOR THE BUYING COMMITTEE

## One platform. Five wins.

| BUYER                                                            | THE USE CASES THEY CARE ABOUT MOST                                                                                            | FUNCTIONS THEY RELY ON                                                             |
|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| <b>CFO</b><br>Reclaim the cost of routine access work            | Cut the cost of the #1 ticket type (app access); grow headcount without growing the help desk; less audit preparation         | Add Members · Bulk Assign Owners · Pending Requests                                |
| <b>CIO</b><br>Turn IT into a policy engine                       | Same-day app access for new hires and reorgs; adoption inside Teams, Outlook, and mobile; directory kept clean through reorgs | Create Group · Rename Group · Add Nested Groups · Move OU                          |
| <b>CISO</b><br>Every change approved, least-privileged, logged   | Least-privilege app access; approvals and audit trail on every change; no access that outlives its purpose                    | Remove Members · Delete Group · Change Group Expiration · Remove Nested Groups     |
| <b>Help Desk Director</b><br>Get your team off the treadmill     | Fewer “I need access to...” tickets; no “any update?” calls; analysts freed for real problems                                 | Add Members · Modify Group · Add Owners · Pending Requests                         |
| <b>Director of Security</b><br>Close the access gaps nobody owns | Contractor and partner access that expires; every group owned; inherited access under control                                 | Change Account Expiration · Remove Owners · Remove Nested Groups · Disable Account |

## FOR THE CFO

# Where the savings come from.

More than one in four help-desk tickets is an employee asking for access to an app, and access work as a whole makes up 40% of the queue.<sup>1</sup> Nearly all of those tickets follow the same pattern: someone needs into an app, a manager approves, and IT makes the change. Group & User Self-Service takes IT out of that pattern. The request goes straight to the group owner, approval happens from a push notification, and access arrives through the group. The help-desk hours that went to routine access requests go back to work that needs a person.

## WHAT CHANGES ON THE BUDGET LINE

|                                                    |                                                                              |                                                           |                                                                         |
|----------------------------------------------------|------------------------------------------------------------------------------|-----------------------------------------------------------|-------------------------------------------------------------------------|
| <b>Fewer access tickets reaching the help desk</b> | <b>New hires and movers productive sooner, without waiting on app access</b> | <b>Headcount growth without matching help-desk growth</b> | <b>Less audit preparation, because every approval is already logged</b> |
|----------------------------------------------------|------------------------------------------------------------------------------|-----------------------------------------------------------|-------------------------------------------------------------------------|

Avatier can model the savings with your own ticket data.

## FAQ

# Questions the buying committee asks.

| QUESTION                                                             | ANSWER                                                                                                                                                                                                                         |
|----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ALL</b><br><b>How does a group give someone access to an app?</b> | IT assigns each application to the groups that should have it. When a person joins one of those groups, the app appears in their My Apps and launches with single sign-on. When they leave the group, the access goes with it. |
| <b>CFO</b><br><b>Where do the savings come from?</b>                 | From moving routine, repeatable access work off the help desk: app-access requests, group membership changes, distribution lists, and account updates. Avatier can model the savings with your own ticket data.                |
| <b>CIO</b><br><b>Will people actually use it?</b>                    | They don't have to go anywhere new. Self-service runs in web, mobile, Teams, Outlook, Slack, Chrome, and ServiceNow, in 34 languages, and needs minimal training.                                                              |
| <b>CISO</b><br><b>Won't self-service create even more groups?</b>    | It creates fewer. The Group Redundancy Blocker stops duplicates, expiration dates retire temporary groups, named owners stay accountable, and patent-pending Continuous Governance™ flags unauthorized members.                |
| <b>CISO</b><br><b>Who approves what?</b>                             | You decide. Approval chains are defined by policy, owners sign off by push notification, and requesters track status in Pending Requests. Nothing changes until the right people approve.                                      |

| QUESTION                                                                                           | ANSWER                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ALL</b><br><b>Do different people see different things?</b>                                     | Yes. Role-tailored views give users, managers, auditors, and admins their own experience, so each person sees only the tasks and information appropriate to their role.                                                                                                                                                                                                                                                                             |
| <b>HELP DESK DIRECTOR</b><br><b>What changes for my help desk team?</b>                            | The repetitive access work leaves the queue: app requests, membership changes, distribution lists, account updates, and status-check calls. Your analysts keep the tickets that need a person.                                                                                                                                                                                                                                                      |
| <b>DIRECTOR OF SECURITY</b><br><b>How do we stop contractor and partner access from lingering?</b> | Set an account or group expiration when access is granted. Avatier removes it on schedule, with owner notifications for expiring groups, and every group keeps a named owner.                                                                                                                                                                                                                                                                       |
| <b>CIO</b><br><b>How hard is it to deploy?</b>                                                     | Avatier runs as Docker containers on-premise, in your private cloud, or Avatier-hosted, with point-and-click configuration and a dedicated onboarding team.                                                                                                                                                                                                                                                                                         |
| <b>ALL</b><br><b>How does this fit the rest of Avatier?</b>                                        | Group & User Self-Service is Pillar 1 of Avatier's Lifecycle & Access Governance platform, all running on Identity Anywhere™. It handles the requests people make. Group Automation (Pillar 2) enforces membership rules automatically, HR User Provisioning (Pillar 3) drives access from HR events, the IT Shopping Cart (Pillar 4) handles requests for new apps and assets, and Access Governance (Pillar 5) certifies that access stays right. |

# Self-service with security built in.

See Avatier Group & User Self-Service live, and bring your ticket numbers.

**Book a demo at [www.avatier.com](https://www.avatier.com)**

## SOURCES

<sup>1</sup> Fixify, 2026 IT Help Desk Benchmark Report: app assignment accounts for more than 1 in 4 tickets; app assignment, permissions management, and offboarding together account for 40% (50,000+ tickets, 30+ organizations, Jan 2025–Feb 2026).

<sup>2</sup> Verizon, 2025 Data Breach Investigations Report: credential abuse (22%) is the leading initial access vector.

App names in examples are illustrative. Continuous Governance™ and Identity Anywhere™ are trademarks of Avatier Corporation. Patent pending. © 1997–2026 Avatier Corporation. All rights reserved.