



# Solving an Extremely Difficult IAM Hiring Challenge For a Major Insurance Organization

## OVERTURE PARTNERS | CLIENT SUCCESS STORY

**Industry:** Insurance | **Role:** IAM Hire | **Engagement Type:** Contracted Overture Consultant | **Timeline:** 2026

A leading insurance organization engaged Overture Partners to identify an experienced Identity and Access Management (IAM) Consultant for a critical one-year initiative. The consultant's mandate: advance the client's identity governance and administration strategy through the implementation and enhancement of NetIQ Identity Manager and OpenText Identity Governance solutions.

This was not a general technology search. The role required a specific, rarely found combination of platform expertise, policy configuration experience, and IAM consulting depth — and it needed to be filled without delay.

### The Challenge

This engagement quickly became one of the most difficult candidate searches in Overture's history.

After conducting an extensive national search across both the United States and Canada, we identified fewer than a dozen professionals with the specific combination of NetIQ Identity Manager and OpenText IGA experience this role required. Of those, the vast majority were unavailable — locked into long-term engagements, fully employed, or simply unwilling to consider a move.

To pressure-test our findings, we ran a second, fully independent search using different sourcing methodologies and candidate databases. The results were virtually identical.

The talent simply did not exist at scale. And every additional week spent searching was another week the client's project stood still.

**<12**  
Qualified candidates found across the U.S. & Canada

**2\***  
Independent searches run — with nearly identical results

**0**  
Risk to client during 2-week evaluation period

The Situation	What Wasn't Working	What Changed
<p>A major insurance organization needed an experienced IAM Consultant to lead a one-year initiative — implementing NetIQ Identity Manager and OpenText Identity Governance to modernize their identity governance and access recertification programs.</p> <p>The project was business-critical. Without the right consultant, core IAM workflows — including Joiner, Mover, and Leaver automation — would remain stalled.</p>	<p>The required expertise almost did not exist in the market:</p> <ul style="list-style-type: none"> <li>Two independent searches across the U.S. and Canada surfaced fewer than a dozen qualified candidates.</li> <li>Most were either unavailable, locked in long-term engagements, or unwilling to make a move.</li> <li>Waiting for a perfect-match candidate was not a viable option. Every week of delay meant continued project standstill.</li> </ul>	<p>Overture identified a highly capable IAM consultant — one who met nearly every requirement — and built a risk elimination structure around the only gap:</p> <ul style="list-style-type: none"> <li>Overture fully funded the specialized training and certification needed to close the technical gap.</li> <li>Overture offered a two-week, risk-free evaluation period — no penalties, no long-term commitment, no risk to the client.</li> </ul> <p>The client had access to a strong resource immediately, with full protection if expectations weren't met.</p>



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### The Solution

Rather than allowing the search to drag on indefinitely — and the project to remain stalled — Overture proposed a practical, two-part risk mitigation structure that allowed the client to move forward with confidence.

#### 1. Overture-Funded Training and Certification

We identified a consultant who demonstrated strong capabilities across nearly every dimension of the role. The one gap — a specific platform certification — was addressable. Overture committed to fully funding that training and certification on our own dime, ensuring the consultant could close the technical gap quickly and arrive ready to deliver.

#### 2. A Risk-Free Two-Week Evaluation Period

To further protect the client, we offered a two-week evaluation period at the agreed-upon bill rate. If the consultant did not meet expectations in that window, the client could walk away — no penalties, no long-term commitment, no costs beyond hours worked.

The evaluation period shifted the dynamic entirely: the client could assess real performance in context — not just credentials on a resume — before making any longer-term commitment.

### The Outcome

The client moved forward — and the project moved with them.

By combining targeted training investment, a structured risk mitigation plan, and a genuine commitment to the client's success, Overture Partners kept a high-priority IAM initiative on track — despite one of the most constrained talent markets we had ever encountered for a single engagement.

The consultant was placed, onboarded quickly, and delivered value from day one. The critical JML automation and access recertification work the client had been unable to advance — finally moved forward.

**When the talent doesn't exist at scale, Overture doesn't walk away from the problem. We build the solution.**