

Digital Identity-as-a-Service




Who manages your IAM infrastructure?

Companies face numerous challenges due to the ever-growing risk landscape:





- **An increase in cyber attacks** has resulted in a need for always-on identity teams for 24x7x365 monitoring and management.
- **Moving to a cloud and mobile infrastructure** creates a critical need for identity-centric cybersecurity.
- **Limited availability** of qualified identity experts in the market to configure and manage IAM infrastructure.
- **Budget limitations** motivate organizations to find predictable and cost-efficient identity management services.

How Protiviti can help

Through our Digital Identity-as-a-Service offerings, Protiviti helps optimize identity management operations, infrastructure maintenance and triage and provides Level 1, Level 2, and Level 3 support and resolution activities. We manage the entire identity stack, including:

Identity Governance and Administration (IGA) 	Privileged Access Management (PAM) 	Access Management (AM) 
<ul style="list-style-type: none"> • Configure and manage user access review campaigns • Ongoing identity data synchronization across all target systems • Manage all joiner, mover and leaver processes • User access request/approval • Manage all Role Based Access Control (RBAC) and SOD-related processes 	<ul style="list-style-type: none"> • Identify, detect and document privileged accounts • Protect, control and maintain privilege credentials (e.g., passwords, secrets, session management, account and entitlement review) • Respond to incidents and mitigate threats • Lead, educate and maintain support of PAM infrastructure 	<ul style="list-style-type: none"> • Provide coarse-grain access management and policy management • Manage Single Sign-On (SSO) and Multi-Factor Authentication (MFA) configuration • Provide support for all major authentication protocols, including OAuth, OpenID Connect and SAML • Support of Customer IAM (CIAM) programs

Business Outcomes

	Continual adherence to regulatory compliance requirements		Deeper insights for C-level and Board leaders with IAM program dashboards and reporting
	Access to deeply-skilled resources to reduce enterprise risk and improve system availability		Reduction in total cost of ownership by converting capital expenses to operational expenses

Digital Identity-as-a-Service

Our digital identity services catalog

Protiviti's Digital Identity-as-a-Service covers a wide range of identity and access management capabilities, designed to bring down the cost of IT systems management by creating IAM operational efficiency. Our IGA, PAM and AM solutions include:

Infrastructure management	Emerging IAM expansion projects	Application onboarding factory	Level 1, Level 2 and 3 support	Continuous identity operations
<ul style="list-style-type: none"> • 24x7x365 monitoring and alerting of IAM infrastructure • Notification, recommendation and deployment of software patches, and upgrades • Monthly infrastructure stabilization recommendations • Capacity planning 	<ul style="list-style-type: none"> • Integration of identity to UEBA, endpoint security, cloud security, CASB, etc. • Integration and reporting to SoC • Biometrics, password- less authentication 	<ul style="list-style-type: none"> • Application inventory, prioritization per technology area • Develop architecture patterns for application onboarding • Systematic and ongoing onboarding of applications • Assistance with changes to applications 	<ul style="list-style-type: none"> • SLA-based break /fix responses for IAM infrastructure, escalation to L3 /vendor support (options: 24x7, 12x5) • Monthly Quality of Service (QoS) reporting 	<ul style="list-style-type: none"> • Ensure continuity of identity data synchronization, provisioning, privileged user monitoring, etc. • Incremental enhancements to policy configuration • Management of recertification campaigns, privileged user remediation

Our Digital Identity-as-a-Service delivery models

Our clients receive consistent delivery and support from our on-shore and off-shore teams, leveraging a combination of Protiviti IP and market leading technologies. Support includes 24x7 monitoring, advanced incident triage and break/fix support, platform engineering, customized metrics reporting, automation and more. Client models include:


IAM hosted in your environment		IAM-as-a-Service on the cloud	
On-premise	Private cloud	Hybrid cloud	Public cloud

Supported Technologies
    

Schedule a Technology Assessment today by contacting us at TechnologyConsulting@Protiviti.com.



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